

ECS | Data Dictionary

- [Common dimension tables](#)
- [ECS Dimension Tables](#)
 - [ECSAgentLifeTypeDimension](#)
 - [ECSAgentStatusDimension](#)
 - [ECSAlertTypeDimension](#)
 - [ECSBreakCategoryTypeDimension](#)
 - [ECSBreakTypeDimension](#)
 - [ECSBusinessProcessDimension](#)
 - [ECSCampaignDimension](#)
 - [ECSCounterTypeDimension](#)
 - [ECSDialerTypeDimension](#)
 - [ECSDirectionDimension](#)
 - [ECSEntityTypeDimension](#)
 - [ECSInteractionChannelDimension](#)
 - [ECSInteractionStateDimension](#)
 - [ECSInteractionCreationTypeDimension](#)
 - [ECSInteractionMediaDimension](#)
 - [ECSInteractionResultDimension](#)
 - [ECSLevelDimension](#)
 - [ECSOriginatedFromDimension](#)
 - [ECSSkillDimension](#)
 - [ECSInteractionTypeDimension](#)
 - [ECSUserDimension](#)
 - [ECSOrganizationMapping](#)
 - [TimeZoneDimension](#)
 - [AreaCodeDimension](#)
- [ECS Fact Tables](#)
 - [ECSAlertFact](#)
 - [ECSAgentLifeFact](#)
 - [ECSAttemptFact](#)
 - [ECSInteractionFact](#)
 - [ECSInteractionSegmentFact](#)
 - [ECSInteractionSkillFact](#)
 - [ECSInteractionConversationFact](#)
 - [ECSInteractionDelegatedFact](#)
 - [ECSInteractionUsageFact](#)
 - [AgentBpTimeFact](#)
 - [ECSAgentAssignmentFact](#)
 - [ECSSupervisorAssignmentFact](#)

ECS Dimension Tables			
ECSAgentLifeTypeDimension			
(Deprecated)			
Column Name	SQL Type		Description
alt_agentLifeTypeId	smallint		Primary key
alt_agentLifeTypeName	nvarchar(50)		Agent life type name
ECSAgentStatusDimension			
(Deprecated)			
Column Name	SQL Type		Description
asd_id	numeric(15, 0)		Primary key
asd_agentStatusName	nvarchar(50)		Agent status name
asd_accountId	varchar(16)		Account identifier
ECSAlertTypeDimension			
(Deprecated)			
Column Name	SQL Type		Description
atd_alertTypeId	smallint		Primary key

atd_alertTypeName	nvarchar(100)		Alert type name

ECSBreakCategoryTypeDimension

Column Name	SQL Type	Snowflake Type	Description
bct_id	numeric(15, 0)	NUMBER(15,0)	Primary key
bct_breakCategoryTypeName	nvarchar(100)	VARCHAR(100)	The break category type name
bct_exceedSeconds	int	NUMBER(38,0)	Allowed count of exceeded seconds
bct_paid	bit (1=true/0=false)	BOOLEAN	Is Paid
bct_accountId	varchar(16)	VARCHAR(16)	The account identifier
bct_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

ECSBreakTypeDimension

(Deprecated)

Column Name	SQL Type		Description
btd_id	numeric(15, 0)		Primary key
btd_breakTypeName	nvarchar(100)		Break type name
btd_accountId	varchar(16)		The account identifier

ECSBusinessProcessDimension

Column Name	SQL Type	Snowflake Type	Description
bpd_id	numeric(15, 0)	NUMBER(15,0)	Primary key
bpd_businessProcessName	nvarchar(100)	VARCHAR(100)	Business process name
bpd_contactCenterName	nvarchar(100)	VARCHAR(100)	Contact center name
bpd_accountId	varchar(16)	VARCHAR(16)	The account identifier
bpd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

ECSCampaignDimension

Column Name	SQL Type	Snowflake Type	Description
ecd_id	numeric(15, 0)	NUMBER(15,0)	Primary key
ecd_campaignName	nvarchar(100)	VARCHAR(100)	Campaign name
ecd_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Business process identifier
ecd_businessProcessName	nvarchar(100)	VARCHAR(100)	Business process name
ecd_dialerTypeId	numeric(15, 0)	NUMBER(15,0)	Dialer type identifier
ecd_dialerTypeName	nvarchar(100)	VARCHAR(100)	Dialer type name
ecd_accountId	varchar(16)	VARCHAR(16)	The account identifier
ecd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

ECSCounterTypeDimension

(Deprecated)

Column Name	SQL Type		Description
ctd_id	numeric(15, 0)		Primary key

ctd_counterTypeName	nvarchar(100)		Counter type name
ctd_accountId	varchar(16)		The account identifier
ECSDialerTypeDimension			
(Deprecated)			
Column Name	SQL Type		Description
dtd_id	numeric(15, 0)		Primary key
dtd_dialerTypeName	nvarchar(100)		Dialer type name
dtd_accountId	varchar(16)		The account identifier
ECSDirectionDimension			
(Deprecated)			
Column Name	SQL Type		Description
dtd_id	numeric(15, 0)		Primary key
dtd_dialerTypeName	nvarchar(100)		Dialer type name
dtd_accountId	varchar(16)		The account identifier
ECSEntityTypeDimension			
(Deprecated)			
Column Name	SQL Type		Description
etd_entityTypeId	smallint		Primary key
etd_entityTypeName	nvarchar(50)		Entity type name
ECSInteractionChannelDimension			
Column Name	SQL Type	Snowflake Type	Description
icd_id	numeric(15, 0)	NUMBER(15,0)	Primary key
icd_interactionChannelName	nvarchar(100)	VARCHAR(100)	Interaction channel name
icd_contactCenterName	nvarchar(100)	VARCHAR(100)	Contact center name
icd_accountId	varchar(16)	VARCHAR(16)	The account identifier
icd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier
ECSInteractionStateDimension			
Column Name	SQL Type	Snowflake Type	Description
isd_id	numeric(15, 0)	NUMBER(15,0)	Primary key
isd_interactionStateName	nvarchar(100)	VARCHAR(100)	Interaction state name
isd_outboundStatusName	nvarchar(100)	VARCHAR(100)	Outbound status name
isd_statusName	nvarchar(100)	VARCHAR(100)	Status name
isd_accountId	varchar(16)	VARCHAR(16)	The account identifier
isd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier
ECSInteractionCreationTypeDimension			
(Deprecated)			
Column Name	SQL Type		Description

ict_interactionCreationTypeId	smallint		Primary key
ict_interactionCreationTypeName	nvarchar(100)		Interaction creation type name

ECSInteractionMediaDimension

(Deprecated)

Column Name	SQL Type		Description
imd_interactionMediaId	smallint		Primary key
imd_interactionMediaName	nvarchar(100)		Interaction media name

ECSInteractionResultDimension

(Deprecated)

Column Name	SQL Type		Description
ird_id	numeric(15, 0)		Primary key
ird_interactionResultName	nvarchar(100)		Interaction result name
ird_accountId	varchar(16)		The account identifier

ECSLevelDimension

(Deprecated)

Column Name	SQL Type		Description
eld_levelId	smallint		Primary key
eld_levelName	nvarchar(50)		Level name

ECSOriginatedFromDimension

(Deprecated)

Column Name	SQL Type		Description
ofd_originatedFromId	smallint		Primary key
ofd_originatedFromName	nvarchar(100)		Originated from name

ECSSkillDimension

(Deprecated)

Column Name	SQL Type		Description
esd_id	numeric(15, 0)		Primary key
esd_skillName	nvarchar(128)		Skill name
esd_accountId	varchar(16)		The account identifier

ECSInteractionTypeDimension

Column Name	SQL Type	Snowflake Type	Description
itd_id	numeric(15, 0)	NUMBER(15,0)	Primary key
itd_interactionTypeName	nvarchar(100)	VARCHAR(100)	Interaction type name
itd_directionName	nvarchar(100)	VARCHAR(100)	Direction name
itd_mediaName	nvarchar(100)	VARCHAR(100)	Media name
itd_purpose	nvarchar(100)	VARCHAR(100)	Purpose name
itd_accountId	varchar(16)	VARCHAR(16)	The account identifier

itd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

ECSUserDimension

Column Name	SQL Type	Snowflake Type	Description
eud_id	numeric(15, 0)	NUMBER(15,0)	Primary key
eud_ecsUserDisplayName	varchar(100)	VARCHAR(100)	User display name
eud_accountId	varchar(16)	VARCHAR(16)	The account identifier
eud_broadsoftUserId	varchar(161)	VARCHAR(161)	Broadsoft user identifier
eud_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier
eud_ecsUserGUID	uniqueidentifier	VARCHAR(36)	GUID identifier
eud_isSupervisor	bit (1=true/0=false)	BOOLEAN	Is supervisor
eud_disabled	bit (1=true/0=false)	BOOLEAN	User disabled or not

ECSOrganizationMapping

Column Name	SQLType	Snowflake Type	Description
eom_id	int	NUMBER(38,0)	Primary key
eom_organizationName	varchar(150)	VARCHAR(150)	Organization name
eom_organizationDWDBName	varchar(150)	VARCHAR(150)	Organization data warehouse database name
eom_organizationId	uniqueidentifier	VARCHAR(36)	Organization GUID identifier
eom_accountId	varchar(16)	VARCHAR(16)	The account identifier
eom_isActive	bit (1=true/0=false)	BOOLEAN	Organization is active or not

TimeZoneDimension

Column Name	SQL Type	Snowflake Type	Description
tzd_timeZoneld	smallint	NUMBER(38,0)	Primary key
tzd_offset	smallint	NUMBER(38,0)	Time zone offset
tzd_timeZoneName	nvarchar(150)	VARCHAR(150)	Time zone name
tzd_displayName	nvarchar(150)	VARCHAR(150)	Time zone display name

AreaCodeDimension

Column Name	SQL Type	Snowflake Type	Description
acd_areaCodeId	int	NUMBER(38,0)	Area code
acd_state	nvarchar(40)	VARCHAR(40)	State

ECS Fact Tables

ECSAlertFact

Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
alrf_id	bigint	NUMBER(38,0)	Primary Key			
alrf_alertId	int	NUMBER(38,0)	Identifier of the alert			
alrf_agentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent	ECSUserDimension		

alrf_alertTypeId	smallint	NUMBER(38,0)	Foreign key to the alert type	ECSAlertTypeDimension	Deprecated field. Replaced by alrf_alertType Name	
alrf_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process	ECSBusinessProcessDimension		
alrf_counter	smallint	NUMBER(38,0)	Old field, not in use		Deprecated field. Replaced by alrf_counterType Name	
alrf_counterTypeId	numeric(15, 0)	NUMBER(15,0)	Identifier of the counter type	ECSCounterTypeDimension	Deprecated field. Replaced by alrf_counterType Name	
alrf_endDateSliceId	int	NUMBER(38,0)	Foreign key to the alert end date in UTC	DateDimension		
alrf_endTime	datetime	TIMESTAMP_NTZ (9)	Alert end time in UTC			
alrf_endTimeSliceId	int	NUMBER(38,0)	Foreign key to the alert end time of day in UTC	TimeOfDayDimension		
alrf_eomId	int	NUMBER(38,0)	Foreign key to the ECS organization	ECSOrganizationMapping		
alrf_startDateSliceId	int	NUMBER(38,0)	Foreign key to the alert start date in UTC	DateDimension		
alrf_startTime	datetime	TIMESTAMP_NTZ (9)	Alert start time			
alrf_startTimeSliceId	int	NUMBER(38,0)	Foreign key to the alert start time of day in UTC	TimeOfDayDimension		
alrf_updateDateTime	datetime	TIMESTAMP_NTZ (9)	Alert last update datetime			Yes
alrf_value	int	NUMBER(38,0)	Alert value			
alrf_eipId	varchar(16)	VARCHAR(16)	The account identifier			
alrf_alertTypeName	nvarchar(100)	VARCHAR(100)	Alert type name			
alrf_counterTypeName	nvarchar(100)	VARCHAR(100)	Counter type name			
alrf_parentEipId	varchar(16)	VARCHAR(16)	The account identifier			
alrf_startTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Alert start time in local time			
alrf_endTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Alert end time in local time			
alrf_startDateLocal	int	NUMBER(38,0)	Foreign key to the alert start date in local time	DateDimension		
alrf_startTimeLocal	int	NUMBER(38,0)	Foreign key to the alert start time of day in local time	TimeOfDayDimension		
alrf_endDateLocal	int	NUMBER(38,0)	Foreign key to the alert end date in local time	DateDimension		
alrf_endTimeLocal	int	NUMBER(38,0)	Foreign key to the alert end time of day in local time	TimeOfDayDimension		
alrf_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ (9)	The record updated timestamp			
alrf_updated	bit	BOOLEAN	Indicates whether the record was updated			

ECSAgentLifeFact

Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
alif_id	bigint	NUMBER(38,0)	Primary key			
alif_agentLifeId	int	NUMBER(38,0)	Identifier of agent life			
alif_agentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent	ECSUserDimension		

alif_agentLifeTypeIld	smallint	NUMBER(38,0)	Identifier of the agent life type	ECSAgentLifeTypeDimension	Deprecated field. Replaced by alif_agentLifeTypeName	
alif_agentStatusIld	numeric(15, 0)	NUMBER(15,0)	Identifier of the agent status	ECSAgentStatusDimension	Deprecated field. Replaced by alif_agentStatusName	
alif_bpAssigned	bit (1=true /0=false)	BOOLEAN	Flag for a status: was assigned to BP (Business Process)			
alif_breakTypeIld	numeric(15, 0)	NUMBER(15,0)	Identifier of the break type	ECSBreakTypeDimension	Deprecated field. Replaced by alif_breakTypeName	
alif_businessProcessIld	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction business process	ECSBusinessProcessDimension		
alif_categoryIld	numeric(15, 0)	NUMBER(15,0)	Foreign key to the break category	ECSBreakCategoryTypeDimension		
alif_decidedToApprove	bit	BOOLEAN	Decision solution			
alif_efficiency	float	FLOAT	Efficiency			
alif_endDateSliceIld	int	NUMBER(38,0)	Foreign key to the status end date in UTC	DateDimension		
alif_endTime	datetime	TIMESTAMP_NTZ (9)	Status end time in UTC			
alif_endTimeSliceIld	int	NUMBER(38,0)	Foreign key to the status end time of day in UTC	TimeOfDayDimension		
alif_eomIld	int	NUMBER(38,0)	Foreign key to the ECS organization	ECSOrganizationMapping		
alif_exceededSeconds	int	NUMBER(38,0)	Count of exceeded seconds			
alif_interactionEndTime	datetime	TIMESTAMP_NTZ (9)	Interaction end time in UTC			
alif_interactionIld	bigint	NUMBER(38,0)	Identifier of the Interaction			
alif_interactionStartTime	datetime	TIMESTAMP_NTZ (9)	Interaction start time in UTC			
alif_interactionStateIld	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state	ECSInteractionStateDimension		
alif_interactionTypeIld	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction type	ECSInteractionTypeDimension		
alif_loginDateSliceIld	int	NUMBER(38,0)	Foreign key to the status login date in UTC	DateDimension		
alif_loginTime	datetime	TIMESTAMP_NTZ (9)	Agent login time in UTC			
alif_loginTimeSliceIld	int	NUMBER(38,0)	Foreign key to the status login time of day in UTC	TimeOfDayDimension		
alif_logoffDateSliceIld	int	NUMBER(38,0)	Foreign key to of the status logoff date in UTC	DateDimension		
alif_logoffTime	datetime	TIMESTAMP_NTZ (9)	Agent logoff time in UTC			
alif_logoffTimeSliceIld	int	NUMBER(38,0)	Foreign key to the status logoff time of day in UTC	TimeOfDayDimension		
alif_paid	bit	BOOLEAN	Flag for a status: was paid			
alif_requestTime	datetime2(7)	TIMESTAMP_NTZ (9)	Request time for a status			
alif_shiftIld	int	NUMBER(38,0)	Shift number			
alif_sourceKey	nvarchar(50)	VARCHAR(50)	Source Key			
alif_startDateSliceIld	int	NUMBER(38,0)	Foreign key to the status start date in UTC	DateDimension		
alif_startTime	datetime	TIMESTAMP_NTZ (9)	Status start time in UTC			

alif_startTimeSliceId	int	NUMBER(38,0)	Foreign key to the status start time of day in UTC	TimeOfDayDimension		
alif_supervisorDecisionTime	datetime2(7)	TIMESTAMP_NTZ(9)	Supervisor decision time for a status			
alif_supervisorId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the supervisor	ECSUserDimension		
alif_updateDateTime	datetime	TIMESTAMP_NTZ(9)	Agent life last status update datetime			Yes
alif_eipId	varchar(16)	VARCHAR(16)	The account identifier			
alif_agentLifeTypeName	nvarchar(50)	VARCHAR(50)	Agent life type name			
alif_agentStatusName	nvarchar(50)	VARCHAR(50)	Agent status name			
alif_breakTypeName	nvarchar(100)	VARCHAR(100)	Break type name			
alif_parentEipId	varchar(16)	VARCHAR(16)	Parent account identifier			
alif_loginTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Agent login time in local time			
alif_logoffTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Agent logoff time in local time			
alif_startTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Status start time in local time			
alif_endTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Status end time in local time			
alif_interactionStartTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Interaction start time in local time			
alif_interactionEndTimestampLocal	datetime	TIMESTAMP_NTZ(9)	Interaction end time in local time			
alif_loginDateLocal	int	NUMBER(38,0)	Foreign key to the status login date in local time	DateDimension		
alif_loginTimeLocal	int	NUMBER(38,0)	Foreign key to the status login time of day in local time	TimeOfDayDimension		
alif_logoffDateLocal	int	NUMBER(38,0)	Foreign key to the status logoff date in local time	DateDimension		
alif_logoffTimeLocal	int	NUMBER(38,0)	Foreign key to the status logoff time of day in local time	TimeOfDayDimension		
alif_startDateLocal	int	NUMBER(38,0)	Foreign key to the status start date in local time	DateDimension		
alif_startTimeLocal	int	NUMBER(38,0)	Foreign key to the status start time of day in local time	TimeOfDayDimension		
alif_endDateLocal	int	NUMBER(38,0)	Foreign key to the status end date in local time	DateDimension		
alif_endTimeLocal	int	NUMBER(38,0)	Foreign key to the status end time of day in local time	TimeOfDayDimension		
alif_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ(9)	The record updated timestamp			
alif_updated	bit	BOOLEAN	Indicates whether the record was updated			
alif_changeTrigger	varchar(200)	VARCHAR(200)				
ECSAttemptFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
atmp_id	bigint	NUMBER(38,0)	Primary key			
atmp_attemptId	int	NUMBER(38,0)	Identifier of the attempt			
atmp_agentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent	ECSUserDimension		
atmp_answerDateSliceId	int	NUMBER(38,0)	Foreign key to the answer date in UTC	DateDimension		
atmp_answerTime	datetime	TIMESTAMP_NTZ(9)	Answer datetime in UTC			
atmp_answerTimeSliceId	int	NUMBER(38,0)	Foreign key to the answer time of day in UTC	TimeOfDayDimension		

atmp_attemptDateSliceld	int	NUMBER(38,0)	Foreign key to the attempt date in UTC	DateDimension		
atmp_attemptNo	int	NUMBER(38,0)	Attempt number			
atmp_attemptTime	datetime	TIMESTAMP_NTZ (9)	Attempt datetime in UTC			
atmp_attemptTimeSliceld	int	NUMBER(38,0)	Foreign key to the attempt time of day in UTC	TimeOfDayDimension		
atmp_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process of current attempt.	ECSBusinessProcessDimension		
atmp_campaignEnterDateSliceld	int	NUMBER(38,0)	Foreign key to the campaign enter date in UTC	DateDimension		
atmp_campaignEnterTime	datetime	TIMESTAMP_NTZ (9)	When the interaction was added to campaign (loaded)			
atmp_campaignEnterTimeSliceld	int	NUMBER(38,0)	Foreign key to the campaign enter time of day of day in UTC	TimeOfDayDimension		
atmp_campaignId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the campaign	ECSCampaignDimension		
atmp_campaignInteractionId	int	NUMBER(38,0)	Campaign Interaction Id - system Id			
atmp_campaignLastAttemptDateSliceld	int	NUMBER(38,0)	Foreign key to the campaign last attempt date in UTC	DateDimension	Deprecated field	
atmp_campaignLastAttemptTime	datetime	TIMESTAMP_NTZ (9)	Last attempt datetime			
atmp_campaignLastAttemptTimeSliceld	int	NUMBER(38,0)	Foreign key to the campaign last attempt time of day in UTC	TimeOfDayDimension	Deprecated field	
atmp_destination	nvarchar (MAX)	VARCHAR (16777216)	Destination			
atmp_endDateSliceld	int	NUMBER(38,0)	Foreign key to the end date in UTC	DateDimension		
atmp_endTime	datetime	TIMESTAMP_NTZ (9)	Attempt end time			
atmp_endTimeSliceld	int	NUMBER(38,0)	Foreign key to the end time of day in UTC	TimeOfDayDimension		
atmp_eomId	int	NUMBER(38,0)	Foreign key to the ECS organization	ECSOrganizationMapping		
atmp_interactionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state of current attempt	ECSInteractionStateDimension		
atmp_lastAttemptInteractionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state of last attempt	ECSInteractionStateDimension		
atmp_numberOfAttempts	int	NUMBER(38,0)	Number of attempts			
atmp_remarks	nvarchar (MAX)	VARCHAR (16777216)	Remarks			
atmp_updateDateTime	datetime	TIMESTAMP_NTZ (9)	Attempt last update datetime			Yes
atmp_eipId	varchar(16)	VARCHAR(16)	The account identifier			
atmp_parentEipId	varchar(16)	VARCHAR(16)	Parent account identifier			
atmp_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ (9)	The record updated timestamp			
atmp_updated	bit	BOOLEAN	Indicates whether the record was updated			
atmp_interactionId	int	NUMBER(38,0)				
atmp_handlerName	varchar(256)	VARCHAR(256)				
ECSInteraction Fact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
intr_id	bigint	NUMBER(38,0)	Primary key			
intr_interactionId	int	NUMBER(38,0)	Identifier of interaction			
intr_interactionGUIDID	uniqueidentifier	VARCHAR(36)	GUID identifier			
intr_interactionLeg	int	NUMBER(38,0)	Interaction leg			

intr_agentHandlingTime	int	NUMBER(38,0)	Agent handling time			
intr_agentID	numeric(15, 0)	NUMBER(15,0)	Foreign key to the ECS agent	ECSUserDimension		
intr_answeredWithinGoalTime	bit (1=true /0=false)	BOOLEAN	Flag: was interaction answered within a goal time?			
intr_areaCodeId	int	NUMBER(38,0)	Foreign key of the area code	AreaCodeDimension		
intr_CRMContactId	uniqueidentifier	VARCHAR(36)	Identifier to CRM contact			
intr_campaignId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the campaign	ECSCampaignDimension		
intr_closedBySystem	bit (1=true /0=false)	BOOLEAN	Flag: was interaction closed by system?			
intr_consultTime	int	NUMBER(38,0)	Consult time			
intr_currentSLThreshold	int	NUMBER(38,0)	Current Service Level Threshold			
intr_customerBillingCode	nvarchar(128)	VARCHAR(128)	Customer billing code			
intr_customerCalls	int	NUMBER(38,0)	Customer Calls			
intr_destination	nvarchar (MAX)	VARCHAR (16777216)	Destination			
intr_directionId	smallint	NUMBER(38,0)	Identifier for the direction		Deprecated field. Replaced by: intr_directionName.	
intr_dispositionCode	nvarchar(200)	VARCHAR(200)	Disposition code			
intr_dispositionCodeCategory	nvarchar(128)	VARCHAR(128)	Disposition Code Category			
intr_dispositionCodeSubCategory	nvarchar(128)	VARCHAR(128)	Disposition Code Sub Category			
intr_duration	int	NUMBER(38,0)	Last attempt duration			
intr_emailBacklog	bit (1=true /0=false)	BOOLEAN	Flag: was email interaction kept in a backlog?			
intr_endDateSliceId	int	NUMBER(38,0)	Foreign key to the interaction end date in UTC	DateDimension		
intr_endTime	datetime	TIMESTAMP_NTZ (9)	Interaction end time in UTC			Yes
intr_endTimeSliceId	int	NUMBER(38,0)	Foreign key to the interaction end time of day in UTC	TimeOfDayDimension		
intr_endedInRequestDNC	bit (1=true /0=false)	BOOLEAN	Ended in request "Do not call"			
intr_endedInTransfer	bit (1=true /0=false)	BOOLEAN	Flag: was interaction ended in transfer?			
intr_endingStatus	nvarchar(50)	VARCHAR(50)	Ending status - is not actual			
intr_enterDateSliceId	int	NUMBER(38,0)	Foreign key to the interaction enter date in UTC	DateDimension		
intr_enterTime	datetime	TIMESTAMP_NTZ (9)	When the interaction was added to campaign (loaded) in UTC			
intr_enterTimeSliceId	int	NUMBER(38,0)	Foreign key to the interaction enter time of day in UTC	TimeOfDayDimension		
intr_eomId	int	NUMBER(38,0)	Foreign key to the ECS organization	ECSOrganizationMapping		
intr_externalTransferDID	nvarchar(128)	VARCHAR(128)	External transfer DID			
intr_hasAnotherAttempt	bit (1=true /0=false)	BOOLEAN	Flag: is there another attempt?			
intr_holdTime	int	NUMBER(38,0)	Hold time in seconds			
intr_IVRTime	int	NUMBER(38,0)	IVR time			
intr_interactionCreationTypepId	smallint	NUMBER(38,0)	Identifier of the interaction creation type		Deprecated field. Replaced by: intr_interactionCreationTypepName	

intr_interactionMediaId	smallint	NUMBER(38,0)	Identifier of the interaction media		Deprecated field. Replaced by: intr_interactionMediaName	
intr_interactionResultId	numeric(15, 0)	NUMBER(15,0)	Identifier of the interaction result		Deprecated field. Replaced by: intr_interactionResultName	
intr_interactionTypeId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction type	ECSInteractionTypeDimension		
intr_isDeferrable	bit (1=true /0=false)	BOOLEAN	Flag: was the interaction deferrable?			
intr_lastHandlerHandlingTime	int	NUMBER(38,0)	Last handler handling time			
intr_lastAttemptAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the last attempt agent	ECSUserDimension		
intr_lastAttemptAnswerDateSlicId	int	NUMBER(38,0)	Identifier of the answer date in UTC	DateDimension	Deprecated field	
intr_lastAttemptAnswerTime	datetime	TIMESTAMP_NTZ (9)	Last attempt answer time in UTC			
intr_lastAttemptAnswerTimeSlicId	int	NUMBER(38,0)	Foreign key to the attempt answer time of day in UTC	TimeOfDayDimension	Deprecated field	
intr_lastAttemptDateSlicId	int	NUMBER(38,0)	Foreign key to the last attempt date in UTC	DateDimension	Deprecated field	
intr_lastAttemptDestination	nvarchar(128)	VARCHAR(128)	Last attempt destination			
intr_lastAttemptEndDateSlicId	int	NUMBER(38,0)	Identifier of the last attempt end date in UTC	DateDimension	Deprecated field	
intr_lastAttemptEndTime	datetime	TIMESTAMP_NTZ (9)	Last attempt end time in UTC			
intr_lastAttemptEndTimeSlicId	int	NUMBER(38,0)	Foreign key to the attempt end time of day in UTC	TimeOfDayDimension	Deprecated field	
intr_lastAttemptInteractionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state of last attempt	ECSInteractionStateDimension		
intr_lastAttemptRemarks	nvarchar (MAX)	VARCHAR (16777216)	Remarks of last attempt			
intr_lastAttemptTime	datetime	TIMESTAMP_NTZ (9)	Last Attempt time in UTC			
intr_lastAttemptTimeSlicId	int	NUMBER(38,0)	Identifier of the last attempt time of day in UTC	TimeOfDayDimension	Deprecated field	
intr_lastInteractionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the latest interaction state	ECSInteractionStateDimension		
intr_lastTreatingAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent last treated the interaction	ECSUserDimension		
intr_lastTreatingBusinessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process last treated the interaction	ECSBusinessProcessDimension		
intr_lastTreatingInteractionChannelId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the channel last treated the interaction	ECSInteractionChannelDimension		
intr_mistreatedCode	int	NUMBER(38,0)	DNC number			
intr_mistreatedDateSlicId	int	NUMBER(38,0)	Foreign key to the mistreated date in UTC	DateDimension	Deprecated field	
intr_mistreatedTime	datetime	TIMESTAMP_NTZ (9)	When DNC number was called in UTC			
intr_mistreatedTimeSlicId	int	NUMBER(38,0)	Foreign key to the mistreated time of day in UTC	TimeOfDayDimension	Deprecated field	
intr_numberOfAttempts	int	NUMBER(38,0)	Number of attempts			
intr_origin	nvarchar(128)	VARCHAR(128)	Origin			
intr_overflow	bit	BOOLEAN	Flag: was interaction overflow?			
intr_previousAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent if the previous handler was an agent	ECSUserDimension		

intr_previousBusinessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process if the previous handler was a business process	ECSBusinessProcessDimension		
intr_previousHandlerHandlingTime	int	NUMBER(38,0)	Handling time of the handler before the last handler of the interaction			
intr_previousInteractionChannelId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction channel if the previous handler was a channel	ECSInteractionChannelDimension		
intr_queueTime	int	NUMBER(38,0)	Queue time			
intr_queued	bit (1=true /0=false)	BOOLEAN	Flag: was interaction queued?			
intr_remarks	nvarchar (MAX)	VARCHAR (16777216)	Remarks			
intr_responseCount	int	NUMBER(38,0)	Count of responses within a conversation			
intr_responseTimeSum	int	NUMBER(38,0)	Summarized count of seconds in responses within a conversation			
intr_routingClientName	nvarchar(50)	VARCHAR(50)	Routing Client Name			
intr_routingInboundCampaignName	nvarchar(50)	VARCHAR(50)	Routing Inbound Campaign Name			
intr_routingProductName	nvarchar(50)	VARCHAR(50)	Routing Product Name			
intr_routingProductType	nvarchar(50)	VARCHAR(50)	Routing Product Type			
intr_sLExcluded	bit (1=true /0=false)	BOOLEAN	Flag: was interaction excluded from Service Level calculations?			
intr_startDateSlicId	int	NUMBER(38,0)	Foreign key to the interaction start date in UTC	DateDimension		
intr_startTime	datetime	TIMESTAMP_NTZ (9)	Interaction start time in UTC			Yes
intr_startTimeSlicId	int	NUMBER(38,0)	Foreign key to the interaction start time of day in UTC	TimeOfDayDimension		
intr_telephonyTimeExternalAgent	int	NUMBER(38,0)	External agent telephony time			
intr_telephonyTimeExternalConsult	int	NUMBER(38,0)	External consulting telephony time			
intr_telephonyTimeIncoming	int	NUMBER(38,0)	Incoming telephony time			
intr_telephonyTimeOutgoing	int	NUMBER(38,0)	Outgoing telephony time			
intr_timeZoneId	smallint	NUMBER(38,0)	Foreign key to the time zone	TimeZoneDimension		
intr_updateDateTime	datetime	TIMESTAMP_NTZ (9)	Interaction last update datetime in UTC			Yes
intr_voiceMailAssignedAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the to assigned agent for a voicemail	ECSUserDimension		
intr_voiceMailLeft	bit (1=true /0=false)	BOOLEAN	Flag: was left a voicemail			
intr_wasAbandoned	bit (1=true /0=false)	BOOLEAN	Flag: was interaction abandoned?			
intr_wrapUpTime	int	NUMBER(38,0)	Wrap-up time in seconds			
intr_eipId	varchar(16)	VARCHAR(16)	The account identifier			
intr_inbound	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is inbound			
intr_outbound	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is outbound			
intr_outgoingInternal	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is outgoing internal			
intr_callback	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is callback			
intr_campaign	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is campaign			
intr_telephony	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is a telephony interaction			

intr_chat	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is a chat interaction			
intr_email	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is an email interaction			
intr_callbackRequests	bit (1=true /0=false)	BOOLEAN	Indicates the callback was requested			
intr_callbackCompleted	bit (1=true /0=false)	BOOLEAN	Indicates the callback has been completed			
intr_transferredIn	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is transferred in			
intr_transferredOut	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is an external transfer			
intr_abandoned	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was abandoned			
intr_disconnected	bit (1=true /0=false)	BOOLEAN	Indicates if handled interaction was closed by the system			
intr_answered	bit (1=true /0=false)	BOOLEAN	Indicates if the incoming interaction has been answered			
intr_isTalked	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction talk time > 0			
intr_rescheduled	bit (1=true /0=false)	BOOLEAN	Indicates emails that were manually scheduled by an agent to be answered at a later time			
intr_handled	bit (1=true /0=false)	BOOLEAN	Indicates if an incoming email interaction was handled by an agent			
intr_simplyAbandoned	bit (1=true /0=false)	BOOLEAN	Indicates if an interaction was abandoned includes interactions that were excluded from Service Level calculations			
intr_hold	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was on hold			
intr_purged	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction has been purged			
intr_consulted	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction state is consulted			
intr_missed	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction has been missed			
intr_rejected	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was rejected			
intr_handledInBP	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was first handled by a business process			
intr_handledByAgent	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was first handled by an agent			
intr_abandonedTime	int	NUMBER(38,0)	Time until interaction was abandoned			
intr_CRMFirstName	nvarchar(50)	VARCHAR(50)	First name of the CRM contact			
intr_CRMLastName	nvarchar(50)	VARCHAR(50)	Last name of the CRM contact			
intr_interactionCreationType	nvarchar(100)	VARCHAR(100)	Interaction creation type name			
intr_interactionMediaName	nvarchar(100)	VARCHAR(100)	Interaction media name			
intr_interactionResultName	nvarchar(100)	VARCHAR(100)	Interaction result name			
intr_directionName	nvarchar(100)	VARCHAR(100)	Direction name			
intr_businessProcessName	nvarchar(100)	VARCHAR(100)	Business process name			
intr_oldCallbackExisted	uniqueidentifier	VARCHAR(36)	Was interaction handled after a callback requested? if yes, then GUID identifier will be defined here			
intr_telephonyTimeExternalTransfer	int	NUMBER(38,0)	External Transfer telephony time			
intr_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process	ECSBusinessProcessDimension		
intr_talkTime	int	NUMBER(38,0)	Talk time in seconds			
intr_parentEid	varchar(16)	VARCHAR(16)	Parent account identifier			

intr_startTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Interaction start time in local time			
intr_enterTimestampLocal	datetime	TIMESTAMP_NTZ (9)	When the interaction was added to campaign (loaded) in local time			
intr_endTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Interaction end time in local time			
intr_startDateLocal	int	NUMBER(38,0)	Foreign key to the interaction start date in local time	DateDimension		
intr_startTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction start time of day in local time	TimeOfDayDimension		
intr_enterDateLocal	int	NUMBER(38,0)	Foreign key to the interaction enter date in local time	DateDimension		
intr_enterTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction enter time of day in local time	TimeOfDayDimension		
intr_endDateLocal	int	NUMBER(38,0)	Foreign key to the interaction end date in local time	DateDimension		
intr_endTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction end time of day in local time	TimeOfDayDimension		
intr_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ (9)	The record updated timestamp			
intr_updated	bit	BOOLEAN	Indicates whether the record was updated			
intr_remoteParty	nvarchar(max)	VARCHAR (16777216)				
intr_customerOptIn	bit	BOOLEAN				
intr_survey	bit	BOOLEAN	Post call survey data			
intr_postAgentTimeSec	int	NUMBER(38,0)				
intr_campaignInteractionLastStateId	numeric(15, 0)	NUMBER(15,0)				
intr_previewTime	int	BOOLEAN				
intr_recordingPath	varchar(256)	VARCHAR(256)				
intr_recordingTranscription	varchar(max)	VARCHAR (16777216)				
intr_interactionVariables	varchar(max)	VARCHAR (16777216)				
intr_HPBCallInfo	varchar(max)	VARCHAR (16777216)	HPBX call info in JSON format			
intr_disconnectingParty	int	NUMBER(38,0)				
intr_dynamicRoutingData	varchar(max)	VARCHAR(16777216)				

ECSInteractionSegmentFact

Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
iseg_id	bigint	NUMBER(38,0)	Primary key			
iseg_interactionSegmentId	int	NUMBER(38,0)	Interaction segment identifier			
iseg_interactionLeg	int	NUMBER(38,0)	Interaction leg			
iseg_agentHandlingTime	int	NUMBER(38,0)	Agent handling time			
iseg_agentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the agent	ECSUserDimension		
iseg_answeredWithinGoalTime	bit (1=true /0=false)	BOOLEAN	Flag: was interaction answered within a goal time?			
iseg_areaCodeId	int	NUMBER(38,0)	Foreign key to the area code	AreaCodeDimension		
iseg_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process	ECSBusinessProcessDimension		
iseg_CRMContactId	uniqueidentifier	VARCHAR(36)	Identifier to CRM contact			
iseg_campaignId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the campaign	ECSCampaignDimension		

iseg_closedBySystem	bit (1=true /0=false)	BOOLEAN	Flag: was interaction closed by system?			
iseg_consultTime	int	NUMBER(38,0)	Consult time			
iseg_currentSLThreshold	int	NUMBER(38,0)	Current Service Level Threshold			
iseg_customerBillingCode	nvarchar(128)	VARCHAR(128)	Customer billing code			
iseg_customerCalls	int	NUMBER(38,0)	Customer calls			
iseg_destination	nvarchar (MAX)	VARCHAR (16777216)	Destination			
iseg_directionId	smallint	NUMBER(38,0)	Identifier of the direction		Deprecated field. Replaced by: iseg_direction Name.	
iseg_dispositionCode	nvarchar(256)	VARCHAR(256)	Disposition Code			
iseg_dispositionCodeCategory	nvarchar(128)	VARCHAR(128)	Disposition Code Category			
iseg_dispositionCodeSubCategory	nvarchar(128)	VARCHAR(128)	Disposition Code Sub Category			
iseg_duration	int	NUMBER(38,0)	Last attempt duration			
iseg_emailBacklog	bit (1=true /0=false)	BOOLEAN	Flag: was email interaction kept in a backlog?			
iseg_endDateSlicId	int	NUMBER(38,0)	Foreign key to the interaction segment end date in UTC	DateDimension		
iseg_endTime	datetime	TIMESTAMP_NTZ (9)	Segment end time in UTC			Yes
iseg_endTimeSlicId	int	NUMBER(38,0)	Foreign key to the interaction segment end time of day in UTC	TimeOfDayDimension		
iseg_endedInRequestDNC	bit (1=true /0=false)	BOOLEAN	Ended in request "Do not call"			
iseg_endedInTransfer	bit (1=true /0=false)	BOOLEAN	Flag: was interaction ended in transfer?			
iseg_endingStatus	nvarchar(50)	VARCHAR(50)	Ending status - currently not in use			
iseg_enterDateSlicId	int	NUMBER(38,0)	Foreign key to the interaction Interaction enter date in UTC	DateDimension		
iseg_enterTime	datetime	TIMESTAMP_NTZ (9)	When the interaction was added to campaign (loaded)			
iseg_enterTimeSlicId	int	NUMBER(38,0)	Foreign key to the interaction enter time of day in UTC	TimeOfDayDimension		
iseg_eomId	int	NUMBER(38,0)	Foreign key to the ECS organization	ECSOrganizationMapping		
iseg_externalTransferDID	nvarchar(128)	VARCHAR(128)	External transfer DID			
iseg_handler	int	NUMBER(38,0)	Identifier to handler (source key from D_Agent, D_BusinessProcess or D_InteractionChannel)			
iseg_hasAnotherAttempt	bit (1=true /0=false)	BOOLEAN	Flag: is there another attempt?			
iseg_holdTime	int	NUMBER(38,0)	Hold time in seconds			
iseg_IVRTime	int	NUMBER(38,0)	IVR time			
iseg_interactionChannelId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the interaction channel	ECSInteractionChannelDimension		
iseg_interactionCreationTypeId	smallint	NUMBER(38,0)	Identifier of the interaction creation type		Deprecated field. Replaced by iseg_creation TypeName	
iseg_interactionEndDateSlicId	int	NUMBER(38,0)	Foreign key to the Interaction end date in UTC	DateDimension		
iseg_interactionEndTime	datetime	TIMESTAMP_NTZ (9)	Interaction end time in UTC			
iseg_interactionEndTimeSlicId	int	NUMBER(38,0)	Foreign key to the Interaction end time of day in UTC	TimeOfDayDimension		

iseg_interactionGUIDID	uniqueidentifier	VARCHAR(36)	GUID identifier to interaction			
iseg_interactionId	bigint	NUMBER(38,0)	Identifier of the interaction			
iseg_interactionMediaId	smallint	NUMBER(38,0)	Foreign key to the interaction media		Deprecated field. Replaced by: iseg_interactionMediaName	
iseg_interactionResultId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction result		Deprecated field. Replaced by: iseg_interactionResultName	
iseg_interactionStartDateSlicId	int	NUMBER(38,0)	Foreign key to the Interaction start date in UTC	DateDimension		
iseg_interactionStartTime	datetime	TIMESTAMP_NTZ (9)	Interaction start time in UTC			
iseg_interactionStartTimeSlicId	int	NUMBER(38,0)	Foreign key to the Interaction start time of day in UTC	TimeOfDayDimension		
iseg_interactionStatId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the interaction state	ECSInteractionStateDimension		
iseg_interactionTypeId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the interaction type	ECSInteractionTypeDimension		
iseg_isDeferrable	bit (1=true /0=false)	BOOLEAN	Flag: was the interaction deferrable?			
iseg_lastHandlerHandlingTime	int	NUMBER(38,0)	Last handler handling time			
iseg_lastAttemptAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the last attempt agent	ECSUserDimension		
iseg_lastAttemptAnswerDateSlicId	int		Foreign key to the last attempt answer date in UTC	DateDimension	Deprecated field	
iseg_lastAttemptAnswerTime	datetime	TIMESTAMP_NTZ (9)	Last attempt answer time in UTC			
iseg_lastAttemptAnswerTimeSlicId	int	NUMBER(38,0)	Foreign key to the last attempt answer time of day in UTC	TimeOfDayDimension	Deprecated field	
iseg_lastAttemptDateSliceId	int	NUMBER(38,0)	Foreign key to the last attempt date in UTC	DateDimension	Deprecated field	
iseg_lastAttemptDestination	nvarchar(128)	VARCHAR(128)	Last attempt destination			
iseg_lastAttemptEndDateSlicId	int	NUMBER(38,0)	Foreign key to the last attempt end date in UTC	DateDimension	Deprecated field	
iseg_lastAttemptEndTime	datetime	TIMESTAMP_NTZ (9)	Last attempt end time in UTC			
iseg_lastAttemptEndTimeSlicId	int	NUMBER(38,0)	Foreign key to the last attempt end time of day in UTC	TimeOfDayDimension	Deprecated field	
iseg_lastAttemptInteractionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the last attempt interaction state	ECSInteractionStateDimension		
iseg_lastAttemptRemarks	nvarchar (MAX)	VARCHAR (16777216)	Remarks of last attempt			
iseg_lastAttemptTime	datetime	TIMESTAMP_NTZ (9)	Last Attempt time in UTC			
iseg_lastAttemptTimeSlicId	int	NUMBER(38,0)	Foreign key to the last attempt time of day in UTC	TimeOfDayDimension	Deprecated field	
iseg_lastInteractionStatId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the last interaction state	ECSInteractionStateDimension		
iseg_lastTreatingAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the agent last treated the interaction	ECSUserDimension		
iseg_lastTreatingBusinessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the business process last treated the interaction	ECSBusinessProcessDimension		
iseg_lastTreatingInteractionChannelId	numeric(15, 0)	NUMBER(15,0)	Foreign key of the channel last treated the interaction	ECSInteractionChannelDimension		
iseg_mistreatedCode	int	NUMBER(38,0)	DNC number			
iseg_mistreatedDateSlicId	int	NUMBER(38,0)	Foreign key to the mistreated date in UTC	DateDimension	Deprecated field	

iseg_mistreatedTime	datetime	TIMESTAMP_NTZ (9)	When DNC number was called in UTC			
iseg_mistreatedTimeSliceld	int	NUMBER(38,0)	Foreign key to the mistreated time of day in UTC	TimeOfDayDimension	Deprecated field	
iseg_nextInteractionStateld	numeric(15, 0)	NUMBER(15,0)	Foreign key to the next interaction state	ECSInteractionStateDimension		
iseg_numberOfAttempts	int	NUMBER(38,0)	Number of attempts			
iseg_origin	nvarchar(128)	VARCHAR(128)	Origin			
iseg_originatedFromId	smallint	NUMBER(38,0)	Identifier to originated source of the interaction	ECSOriginatedFromDimension	Deprecated field. Replaced by iseg_originateFromName	
iseg_overflow	bit (1=true /0=false)	BOOLEAN	Flag: was interaction overflow?			
iseg_previousAgentId	numeric(15, 0)	NUMBER(15,0)	is not actual			
iseg_previousBusinessProcessId	numeric(15, 0)	NUMBER(15,0)	is not actual			
iseg_previousHandlerHandlingTime	int	NUMBER(38,0)	is not actual			
iseg_previousInteractionChannelId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the previous interaction channel			
iseg_queueTime	int	NUMBER(38,0)	Queue time			
iseg_queued	bit (1=true /0=false)	BOOLEAN	Flag: was interaction queued?			
iseg_remarks	nvarchar (MAX)	VARCHAR (16777216)	Remarks			
iseg_responseCount	int	NUMBER(38,0)	Count of responses within a conversation			
iseg_responseTimeSum	int	NUMBER(38,0)	Summarized count of seconds in responses within a conversation			
iseg_SLExcluded	bit (1=true /0=false)	BOOLEAN	Flag: was interaction excluded from Service Level calculations?			
iseg_sequenceId	bigint	NUMBER(38,0)	Sequence number within a specific interaction			
iseg_startDateSliceld	int	NUMBER(38,0)	Foreign key to the interaction segment start date in UTC	DateDimension		
iseg_startTime	datetime	TIMESTAMP_NTZ (9)	Segment start time in UTC			Yes
iseg_startTimeSliceld	int	NUMBER(38,0)	Foreign key to the interaction segment start time of day in UTC	TimeOfDayDimension		
iseg_talkTime	int	NUMBER(38,0)	Talk time in seconds			
iseg_telephonyTimeExternalAgent	int	NUMBER(38,0)	External agent telephony time			
iseg_telephonyTimeExternalConsult	int	NUMBER(38,0)	External consulting telephony time			
iseg_telephonyTimeIncoming	int	NUMBER(38,0)	Incoming telephony time			
iseg_telephonyTimeOutgoing	int	NUMBER(38,0)	Outgoing telephony time			
iseg_timeZoneId	smallint	NUMBER(38,0)	Foreign key to time zone	TimeZoneDimension		
iseg_updateDateTime	datetime	TIMESTAMP_NTZ (9)	Segment last update date time			Yes
iseg_voiceMailAssignedAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the assigned agent for a voicemail	ECSUserDimension		
iseg_voiceMailLeft	bit (1=true /0=false)	BOOLEAN	Flag: was left a voicemail			
iseg_wasAbandoned	bit (1=true /0=false)	BOOLEAN	Flag: was interaction abandoned?			
iseg_wrapUpTime	int	NUMBER(38,0)	Wrap Up time in seconds			
iseg_eipId	varchar(16)	VARCHAR(16)	The account identifier			

iseg_oldCallbackExisted	uniqueidentifier	VARCHAR(36)	Was interaction handled after a callback requested? if yes, then GUID identifier will be defined here			
iseg_telephonyTimeExternalTransfer	int	NUMBER(38,0)	External Transfer telephony time			
iseg_handlerTypeName	nvarchar(128)	VARCHAR(128)	Handler type name			
iseg_directionName	nvarchar(128)	VARCHAR(128)	Direction name			
iseg_interactionResultName	nvarchar(128)	VARCHAR(128)	Interaction result name			
iseg_interactionMediaName	nvarchar(128)	VARCHAR(128)	Interaction media name			
iseg_originatedFromName	nvarchar(128)	VARCHAR(128)	Originated source name of the interaction			
iseg_businessProcessName	nvarchar(128)	VARCHAR(128)	Business process name			
iseg_interactionCreationTypeName	nvarchar(128)	VARCHAR(128)	Interaction creation type name			
iseg_interactionStateName	nvarchar(128)	VARCHAR(128)	Interaction state name			
iseg_routingClientName	nvarchar(64)	VARCHAR(64)	Routing client name			
iseg_routingInboundCampaignName	nvarchar(64)	VARCHAR(64)	Routing Inbound campaign name			
iseg_routingProductName	nvarchar(64)	VARCHAR(64)	Routing product name			
iseg_routingProductType	nvarchar(64)	VARCHAR(64)	Routing product type			
iseg_CRMFirstName	nvarchar(64)	VARCHAR(64)	First name of the CRM contact			
iseg_CRMLastName	nvarchar(64)	VARCHAR(64)	Last name of the CRM contact			
iseg_segmentDuration	int	NUMBER(38,0)	Segment duration			
iseg_agentAnswerTime	int	NUMBER(38,0)	This is the sum of time spent in the queue (excluding ring time / offer time)			
iseg_agentDelayTime	int	NUMBER(38,0)	The sum of time spent in the queue (excluding ring time / offer time)			
iseg_selectTime	datetime	TIMESTAMP_NTZ(9)				
iseg_inbound	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is inbound			
iseg_outBound	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is outbound			
iseg_callback	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction creation type is callback			
iseg_telephony	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is a telephony interaction			
iseg_chat	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is a chat interaction			
iseg_email	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is an email interaction			
iseg_callbackRequests	bit (1=true /0=false)	BOOLEAN	Indicates that a callback was requested			
iseg_callbackCompleted	bit (1=true /0=false)	BOOLEAN	Indicates the callback has been completed			
iseg_transferredIn	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is transferred in			
iseg_transferredOut	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is an external transfer			
iseg_disconnected	bit (1=true /0=false)	BOOLEAN	Indicates if handled interaction was closed by the system			
iseg_answered	bit (1=true /0=false)	BOOLEAN	Indicates if the incoming interaction has been answered			
iseg_consulted	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction state is consulted			

iseg_talked	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction talk time > 0			
iseg_rescheduled	bit (1=true /0=false)	BOOLEAN	Indicates emails that were manually scheduled by an agent to be answered at a later time			
iseg_handled	bit (1=true /0=false)	BOOLEAN	Indicates if an incoming email interaction was handled by an agent			
iseg_missed	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction has been missed			
iseg_rejected	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was rejected			
iseg_handledInBP	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was first handled by a business process			
iseg_handledByAgent	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction was handled by an agent			
iseg_answeredAllTypes	bit (1=true /0=false)	BOOLEAN	Indicates if the interaction is in handling state			
iseg_BPExist	bit (1=true /0=false)	BOOLEAN	Indicates if segment has a business process associated with it			
iseg_parentEipId	varchar(16)	VARCHAR(16)	The account parent identifier			
iseg_interactionStartTimeStampLocal	datetime	TIMESTAMP_NTZ (9)	Interaction start time in local time			
iseg_interactionEndTimeStampLocal	datetime	TIMESTAMP_NTZ (9)	Interaction end time in local time			
iseg_startTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Segment start time in local time			
iseg_endTimestampLocal	datetime	TIMESTAMP_NTZ (9)	Segment end time in local time			
iseg_enterTimestampLocal	datetime	TIMESTAMP_NTZ (9)	When the interaction was added to campaign (loaded) in local time			
iseg_interactionStartDateLocal	int	NUMBER(38,0)	Foreign key to the interaction start date in local time	DateDimension		
iseg_interactionStartTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction start time of day in local time	TimeOfDayDimension		
iseg_interactionEndDateLocal	int	NUMBER(38,0)	Foreign key to the interaction end date in local time	DateDimension		
iseg_interactionEndTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction end time of day in local time	TimeOfDayDimension		
iseg_startDateLocal	int	NUMBER(38,0)	Foreign key to the start date in local time	DateDimension		
iseg_startTimeLocal	int	NUMBER(38,0)	Foreign key to the start time of day in local time	TimeOfDayDimension		
iseg_endDateLocal	int	NUMBER(38,0)	Foreign key to the end date in local time	DateDimension		
iseg_endTimeLocal	int	NUMBER(38,0)	Foreign key to the end time of day in local time	TimeOfDayDimension		
iseg_enterDateLocal	int	NUMBER(38,0)	Foreign key to the enter date in local time	DateDimension		
iseg_enterTimeLocal	int	NUMBER(38,0)	Foreign key to the enter time of day in local time	TimeOfDayDimension		
iseg_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ (9)	The record updated timestamp			
iseg_updated	bit	BOOLEAN	Indicates whether the record was updated			
iseg_previewTime	int	NUMBER(38,0)	Preview time			
iseg_additionalInfo	varchar(max)	VARCHAR (16777216)	Additional info			
iseg_HPBCallInfo	varchar(max)	VARCHAR (16777216)	HPBX call info in JSON format			
iseg_SIPCallId	varchar(max)	VARCHAR (16777216)	The SIP call ID			

ECSInteractionSkillFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
iskl_id	bigint	NUMBER(38,0)	Primary key			
iskl_active	bit (1=true /0=false)	BOOLEAN	Flag: is active or not			
iskl_date	int	NUMBER(38,0)	Foreign key to the skill date	DateDimension		
iskl_entityId	int	NUMBER(38,0)	Identifier of entity			
iskl_entityTypeId	smallint	NUMBER(38,0)	Identifier of entity type		Deprecated field. Replaced by iskl_entityTypeeName	
iskl_eomId	int	NUMBER(38,0)	Foreign key to ECS organization	ECSOrganizationMapping		
iskl_interactionId	uniqueidentifier	VARCHAR(36)	Identifier to interaction			
iskl_interactionSkillId	int	NUMBER(38,0)	Identifier of the interaction skill			
iskl_levelId	smallint	NUMBER(38,0)	Identifier to level		Deprecated field. Replaced by iskl_levelName	
iskl_skillId	numeric(15, 0)	NUMBER(15,0)	Identifier to skill		Deprecated field. Replaced by iskl_skillName	
iskl_time	int	NUMBER(38,0)	Foreign key to the skill time	TimeOfDayDimension		
iskl_timestamp	datetime2(7)	TIMESTAMP_NTZ (9)	false			Yes
iskl_eipId	varchar(16)	VARCHAR(16)	The account identifier			
iskl_entityTypeName	nvarchar(50)	VARCHAR(50)	Entity type name			
iskl_levelName	nvarchar(50)	VARCHAR(50)	Level name			
iskl_skillName	nvarchar(128)	VARCHAR(128)	Skill name			
iskl_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
iskl_lastUpdatedTimestamp	datetime	TIMESTAMP_NTZ (9)	false			
iskl_updated	bit	BOOLEAN	Indicates whether the record was updated			
ECSInteractionConversationFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
icnv_id	bigint	NUMBER(38,0)	Primary key			
icnv_interactionConversationId	bigint	NUMBER(38,0)	The interaction conversation identifier			
icnv_interactionMediaName	nvarchar(100)	VARCHAR(100)	The name to media: email / chat			
icnv_interactionGUIDID	uniqueidentifier	VARCHAR(36)	The interaction GUID identifier			
icnv_interactionId	bigint	NUMBER(38,0)	Identifier to interaction			
icnv_isCustomer	bit	BOOLEAN	Flag: was a message from customer?			
icnv_messageTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The message timestamp in UTC			
icnv_messageTime	int	NUMBER(38,0)	Foreign key to the interaction message time in UTC	TimeOfDayDimension		

icnv_messageDate	int	NUMBER(38,0)	Foreign key to the interaction message date in UTC	DateDimension		
icnv_messageTimestampLocal	datetime2(7)	TIMESTAMP_NTZ(9)	The message timestamp in local time			
icnv_messageTimeLocal	int	NUMBER(38,0)	Foreign key to the interaction message date in local time	TimeOfDayDimension		
icnv_messageDateLocal	int	NUMBER(38,0)	Foreign key to the interaction message date in local time	DateDimension		
icnv_messageText	nvarchar(MAX)	VARCHAR(16777216)	The message text			
icnv_subject	nvarchar(MAX)	VARCHAR(16777216)	The email subject			
icnv_from	nvarchar(MAX)	VARCHAR(16777216)	The sender			
icnv_to	nvarchar(MAX)	VARCHAR(16777216)	The receipient			
icnv_cc	nvarchar(MAX)	VARCHAR(16777216)	Carbon copy			
icnv_bcc	nvarchar(MAX)	VARCHAR(16777216)	Blind carbon copy			
icnv_sessionClosed	bit	BOOLEAN				
icnv_eomId	int	NUMBER(38,0)	Foreign key to ECS organization	ECSOrganizationMapping		
icnv_eipId	varchar(16)	VARCHAR(16)	The account identifier			
icnv_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
icnv_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	The record updated timestamp			
icnv_updated	bit	BOOLEAN	Indicates whether the record was updated			
ECSInteractionDelegatedFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
eidf_id	bigint	NUMBER(38,0)	Primary key			
eidf_interactionDelegatedId	int	NUMBER(38,0)	The interaction delegated identifier			
eidf_interactionGUIDID	uniqueidentifier	VARCHAR(36)	The interaction GUID identifier			
eidf_interactionTypeid	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction type	ECSInteractionTypeDimension		
eidf_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process	ECSBusinessProcessDimension		
eidf_businessProcessName	nvarchar(100)	VARCHAR(100)	The business process name			
eidf_details	nvarchar(MAX)	VARCHAR(16777216)				
eidf_converser	nvarchar(256)	VARCHAR(256)				
eidf_initiatorAgentId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the initiator agent			
eidf_initiatorBusinessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the initiator business process			
eidf_initiatorName	nvarchar(50)	VARCHAR(50)	Initiator name			
eidf_entryTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	Entry timestamp in UTC			
eidf_entryDate	int	NUMBER(38,0)	Foreign key to the entry date in UTC	DateDimension		
eidf_entryTime	int	NUMBER(38,0)	Foreign key to the entry time in UTC	TimeOfDayDimension		
eidf_entryTimestampLocal	datetime2(7)	TIMESTAMP_NTZ(9)	Entry timestamp in local time			
eidf_entryDateLocal	int	NUMBER(38,0)	Foreign key to the entry date in local time	DateDimension		

eidf_entryTimeLocal	int	NUMBER(38,0)	Foreign key to the entry time in local time	TimeOfDayDimension		
eidf_updateTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	Update timestamp in UTC			
eidf_updateDate	int	NUMBER(38,0)	Foreign key to the update date in UTC	DateDimension		
eidf_updateTime	int	NUMBER(38,0)	Foreign key to the update time in UTC	TimeOfDayDimension		
eidf_remarks	nvarchar(MAX)	VARCHAR(16777216)	Remarks			
eidf_delegatedStateName	nvarchar(100)	VARCHAR(100)	The interaction delegated state name			
eidf_interactionMediaName	nvarchar(100)	VARCHAR(100)	The interaction media name			
eidf_interactionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state	ECSInteractionStateDimension		
eidf_interactionStateName	nvarchar(100)	VARCHAR(100)	Interaction state name			
eidf_callback	bit	BOOLEAN				
eidf_campaignId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the campaign	ECSCampaignDimension		
eidf_campaignName	nvarchar(100)	VARCHAR(100)	The campaign name			
eidf_customerId	nvarchar(MAX)	VARCHAR(16777216)				
eidf_supervisorCloseMessage	nvarchar(MAX)	VARCHAR(16777216)				
eidf_eomId	int	NUMBER(38,0)	Foreign key to ECS organization	ECSOrganizationMapping		
eidf_eipId	varchar(16)	VARCHAR(16)	The account identifier			
eidf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
ECSInteractionUsageFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
iusg_id	bigint	NUMBER(38,0)	Primary key			
iusg_interactionUsageId	bigint	NUMBER(38,0)	The interaction usage identifier			
iusg_interactionId	bigint	NUMBER(38,0)	The interaction identifier			
iusg_interactionGUIDID	uniqueidentifier	VARCHAR(36)	The interaction GUID identifier			
iusg_origin	nvarchar(128)	VARCHAR(128)	Origin			
iusg_destination	nvarchar(128)	VARCHAR(128)	Destination			
iusg_directionName	nvarchar(128)	VARCHAR(128)	Direction name			
iusg_duration	int	NUMBER(38,0)	Usage duration			
iusg_lastHandler	nvarchar(256)	VARCHAR(256)	The last handler name			
iusg_startTime	int	NUMBER(38,0)	Foreign key to the usage start time in UTC	TimeOfDayDimension		
iusg_startDate	int	NUMBER(38,0)	Foreign key to the usage start date in UTC	DateDimension		
iusg_startTimeLocal	int	NUMBER(38,0)	Foreign key to the usage start time in local time	TimeOfDayDimension		
iusg_startDateLocal	int	NUMBER(38,0)	Foreign key to the usage start date in local time	DateDimension		
iusg_endTime	int	NUMBER(38,0)	Foreign key to the usage end time in UTC	TimeOfDayDimension		
iusg_endDate	int	NUMBER(38,0)	Foreign key to the usage end date in UTC	DateDimension		
iusg_endTimeLocal	int	NUMBER(38,0)	Foreign key to the usage end time in local time	TimeOfDayDimension		
iusg_endDateLocal	int	NUMBER(38,0)	Foreign key to the usage end date in local time	DateDimension		
iusg_startTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	The usage start timestamp in UTC			

iusg_startTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	The usage start timestamp in local time			
iusg_endTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The usage end timestamp in UTC			
iusg_endTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	The usage end timestamp in local time			
iusg_interactionUsageTypeName	nvarchar(128)	VARCHAR(128)	The interaction usage type name			
iusg_interactionStateId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the interaction state			
iusg_interactionStateName	nvarchar(128)	VARCHAR(128)	The interaction state name	ECSInteractionStateDimension		
iusg_dispositionCode	nvarchar(256)	VARCHAR(256)	Disposition code			
iusg_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Foreign key to the business process	ECSBusinessProcessDimension		
iusg_businessProcessName	nvarchar(128)	VARCHAR(128)	The business process name			
iusg_needsUpdateAfterByteTransfer	bit	BOOLEAN	Flag			
iusg_eomId	int	NUMBER(38,0)	Foreign key to ECS organization	ECSOrganizationMapping		
iusg_eipId	varchar(16)	VARCHAR(16)	The account identifier			
iusg_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
iusg_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp			
iusg_updated	bit	BOOLEAN	Indicates whether the record was updated			
AgentBpTimeFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
abpt_id	bigint	NUMBER(38,0)	Primary key			
abpt_agentBpTimeId	int	NUMBER(38,0)	The Agent Bp time source identifier			
abpt_agentId	numeric(15, 0)	NUMBER(15,0)	Agent foreign key	ECSUserDimension		
abpt_agentName	nvarchar(100)	VARCHAR(100)	Agent name			
abpt_backOffice	int	NUMBER(38,0)				
abpt_backofficeBusy	int	NUMBER(38,0)				
abpt_backofficeIdle	int	NUMBER(38,0)				
abpt_break	int	NUMBER(38,0)				
abpt_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Business process foreign key	ECSBusinessProcessDimension		
abpt_businessProcessName	nvarchar(100)	VARCHAR(100)	Business process name			
abpt_busy	int	NUMBER(38,0)				
abpt_consulting	int	NUMBER(38,0)				
abpt_dialing	int	NUMBER(38,0)				
abpt_handling	int	NUMBER(38,0)				
abpt_handlingOutgoingInt	int	NUMBER(38,0)				
abpt_handlingOutgoingInt Busy	int	NUMBER(38,0)				
abpt_handlingOutgoingInt Idle	int	NUMBER(38,0)				
abpt_handlingTime	int	NUMBER(38,0)				
abpt_inConference	int	NUMBER(38,0)				
abpt_isAssigned	bit	NUMBER(38,0)				

abpt_isInternal	bit	NUMBER(38,0)				
abpt_outgoingBreakExists	bit	NUMBER(38,0)				
abpt_noAnswer	int	NUMBER(38,0)				
abpt_offered	int	NUMBER(38,0)				
abpt_loginTime	int	NUMBER(38,0)				
abpt_ready	int	NUMBER(38,0)				
abpt_waitingFor	int	NUMBER(38,0)				
abpt_startDate	int	NUMBER(38,0)	Foreign key to the Agent BP time start date in UTC	DateDimension		
abpt_startTime	int	NUMBER(38,0)	Foreign key to the Agent BP time start time in UTC	TimeOfDayDimension		
abpt_startDateLocal	int	NUMBER(38,0)	Foreign key to the Agent BP time start date in local time	DateDimension		
abpt_startTimeLocal	int	NUMBER(38,0)	Foreign key to the Agent BP time start time in local time	TimeOfDayDimension		
abpt_startTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Agent BP time start timestamp in UTC			
abpt_startTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Agent BP time start timestamp in local time			
abpt_endDate	int	NUMBER(38,0)	Foreign key to the Agent BP time end date in UTC	DateDimension		
abpt_endTime	int	NUMBER(38,0)	Foreign key to the Agent BP time end time in UTC	TimeOfDayDimension		
abpt_endDateLocal	int	NUMBER(38,0)	Foreign key to the Agent BP time end date in local time	DateDimension		
abpt_endTimeLocal	int	NUMBER(38,0)	Foreign key to the Agent BP time end time in local time	TimeOfDayDimension		
abpt_endTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Agent BP time end timestamp in UTC			
abpt_endTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Agent BP time end timestamp in local time			
abpt_eomId	int	NUMBER(38,0)	ECS organization foreign key	ECSOrganizationMapping		
abpt_eipId	varchar(16)	VARCHAR(16)	The account identifier			
abpt_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
abpt_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp			
abpt_updated	bit	BOOLEAN	Indicates whether the record was updated			
ECSAgentAssignmentFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
aaf_id	bigint	NUMBER(38,0)	Primary key			
aaf_agentAssignmentsLogId	int	NUMBER(38,0)	The agent assignment source identifier			
aaf_agentId	numeric(15, 0)	NUMBER(15,0)	Agent foreign key	ECSUserDimension		
aaf_agentName	nvarchar(128)	VARCHAR(128)	Agent name			
aaf_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Business process foreign key	ECSBusinessProcessDimension		
aaf_businessProcessName	nvarchar(128)	VARCHAR(128)	Business process name			
aaf_modifiedBy	nvarchar(100)	VARCHAR(100)				
aaf_startTime	int	NUMBER(38,0)	Foreign key to the Agent assignment start time in UTC	TimeOfDayDimension		
aaf_startDate	int	NUMBER(38,0)	Foreign key to the Agent assignment start date in UTC	DateDimension		

aaf_startTimeLocal	int	NUMBER(38,0)	Foreign key to the Agent assignment start time in local time	TimeOfDayDimension		
aaf_startDateLocal	int	NUMBER(38,0)	Foreign key to the Agent assignment start date in local time	DateDimension		
aaf_endTime	int	NUMBER(38,0)	Foreign key to the Agent assignment end time in UTC	TimeOfDayDimension		
aaf_endDate	int	NUMBER(38,0)	Foreign key to the Agent assignment end date in UTC	DateDimension		
aaf_endTimeLocal	int	NUMBER(38,0)	Foreign key to the Agent assignment end time in local time	TimeOfDayDimension		
aaf_endDateLocal	int	NUMBER(38,0)	Foreign key to the Agent assignment end date in local time	DateDimension		
aaf_startTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Agent assignment start timestamp in UTC			
aaf_startTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Agent assignment start timestamp in local time			
aaf_endTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Agent assignment end timestamp in UTC			
aaf_endTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Agent assignment end timestamp in local time			
aaf_eomId	int	VARCHAR(128)	ECS organization foreign key	ECSOrganizationMapping		
aaf_eipId	varchar(16)	VARCHAR(16)	The account identifier			
aaf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
aaf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp			
aaf_updated	bit	BOOLEAN	Indicates whether the record was updated			
aaf_status	varchar(16)	VARCHAR(16)				
ECSSupervisorAssignmentFact						
Column Name	SQL Type	Snowflake Type	Description	References	Comments	Indexed
saf_id	bigint	NUMBER(38,0)	Primary key			
saf_supervisorAssignmentSLogId	int	NUMBER(38,0)	The supervisor assignment source identifier			
saf_supervisorId	numeric(15, 0)	NUMBER(15,0)	Supervisor Foreign key	ECSUserDimension		
saf_supervisorName	nvarchar(128)	VARCHAR(128)	Supervisor name			
saf_businessProcessId	numeric(15, 0)	NUMBER(15,0)	Business process foreign key	ECSBusinessProcessDimension		
saf_businessProcessName	nvarchar(128)	VARCHAR(128)	Business process name			
saf_modifiedBy	nvarchar(100)	VARCHAR(100)				
saf_startTime	int	NUMBER(38,0)	Foreign key to the Supervisor assignment start time in UTC	TimeOfDayDimension		
saf_startDate	int	NUMBER(38,0)	Foreign key to the Supervisor assignment start date in UTC	DateDimension		
saf_startTimeLocal	int	NUMBER(38,0)	Foreign key to the Supervisor assignment start time in local time	TimeOfDayDimension		
saf_startDateLocal	int	NUMBER(38,0)	Foreign key to the Supervisor assignment start date in local time	DateDimension		
saf_endTime	int	NUMBER(38,0)	Foreign key to the Supervisor assignment end time in UTC	TimeOfDayDimension		
saf_endDate	int	NUMBER(38,0)	Foreign key to the Supervisor assignment date time in UTC	DateDimension		
saf_endTimeLocal	int	NUMBER(38,0)	Foreign key to the Supervisor assignment end time in local time	TimeOfDayDimension		
saf_endDateLocal	int	NUMBER(38,0)	Foreign key to the Supervisor assignment end date in local time	DateDimension		

saf_startTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Supervisor assignment start timestamp in UTC			
saf_startTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Supervisor assignment start timestamp in local time			
saf_endTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Supervisor assignment end timestamp in UTC			
saf_endTimestampLocal	datetime2(7)	TIMESTAMP_NTZ (9)	Supervisor assignment end timestamp in local time			
saf_eomId	int	NUMBER(38,0)	ECS organization foreign key	ECSOrganizationMapping		
saf_eipId	varchar(16)	VARCHAR(16)	The account identifier			
saf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier			
saf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp			
saf_updated	bit	BOOLEAN	Indicates whether the record was updated			
saf_status	varchar(16)	VARCHAR(16)				