Need to be able to perform t-sql queries from Visual Studio BIDS (SSRS) on data contained in the specified UCCX tables. Data should be refreshed from source on the same schedule as Lagan PDM/LDM (daily at 1AM). Table structure should be maintained. Should be able to perform joins on tables to Lagan PDM tables in a single dataset. An example of this would be using the Lagan PDM date/time dimension table with the UCCX data.

UCCX Tables ad Fields

|  |  |  |
| --- | --- | --- |
| Table | Field | Explanation |
| agentConnectionDetail | sessionID | needed to join tables |
|   | sessionSeqNum | needed to know order and count of legs |
|   | resourceID | needed to join to resource table for agent |
|   | startDateTime | needed to know when leg took place and group by date dimensions |
|   | endDateTime | needed to calculate duration of leg |
|   | ringTime | no immediate need. possibly future need |
|   | talkTime | no immediate need. possibly future need |
|   | holdTime | no immediate need. possibly future need |
|   | workTime | no immediate need. possibly future need |
|   | callWrapupData | needed to analyze by wrap up code |
|   |   |   |
| contactCallDetail | sessionID | needed to join tables |
|   | sessionSeqNum | needed to know order and count of legs |
|   | contactType | needed to identify agent transfer outs. |
|   | contactDisposition | needed to identify abandoned calls |
|   | originatorType | could be used to filter |
|   | originatorID | could be used to filter |
|   | startDateTime | needed to know when leg took place and group by date dimensions |
|   | endDateTime | needed to calculate duration of leg |
|   | calledNumber | could be used to filter |
|   | connectTime | leg duration |
|   | transfer | might be needed to reassemble legs |
|   | redirect | might be needed to reassemble legs |
|   | conference | might be needed to reassemble legs |
|   |   |   |
| contactRoutingDetail | sessionID | needed to join tables |
|   | sessionSeqNum | needed to know order and count of legs |
|   | queueTime | needed to know queue duration and calculate call duration |
|   | startDateTime | needed to know when leg took place and group by date dimensions |
|   |   |   |
| contactQueueDetail | sessionID | needed to join tables |
|   | sessionSeqNum | needed to know order and count of legs |
|   | targetID | needed to join tables (to queue or agent) |
|   | targetType | needed to join tables (to queue or agent) |
|   | queueOrder | no immediate need. possibly future need |
|   | disposition | for analysis/how the call left the queue |
|   | queueTime | time in queue |
|   |   |   |
| resource | resourceID | needed to join tables |
|   | resourceName | name of agent |
|   | resourceFirstName | name of agent |
|   | resourceLastName | name of agent |
|   | assignedTeamID | team |
|   |   |   |
| contactServiceQueue | contactServiceQueueID | needed to join tables |
|   | CSQName | need to provide user readable name |
|   | active | could be used to filter |
|   |   |   |
| team | teamID | needed to join tables |
|   | teamName | need to provide user readable name |