Broadsoft CC | Data Dictionary

Broadsoft CC Dimension Tables			

BroadsoftCallCenterDimension

Column Name	Azure Type	Snowflake Type	Description
bccd_id	int	NUMBER(38,0)	Primary key
bccd_key	varchar(36)	VARCHAR(36)	Future use
bccd_userId	varchar(161)	VARCHAR(161)	Call center fully qualified user ID
bccd_name	varchar(30)	VARCHAR(30)	Call center name
bccd_type	varchar(10)	VARCHAR(10)	Call center type, which is one of: Premium Standard
bccd_eipId	varchar(16)	VARCHAR(16)	The account identifier
bccd_broadsoftEnterpriseId	varchar(64)	VARCHAR(64)	The VoIP platform identifier
bccd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

BroadsoftCCCallStatusDimension

Column Name	Azure Type	Snowflake Type	Description
bcsd_id	int	NUMBER(38,0)	Primary key
bcsd_key	varchar(32)	VARCHAR(32)	Call status unique identifier

KEY	DESCRIPTION	TYPE	HANDLED
NIGHTSERVICEAPPLIED	Night Service	POLICY	N
FORCEDFORWARDAPPLIED	Force Forwarded	POLICY	N
CALLOVERFLOWEDBYSIZE	Overflowed By Size	POLICY	N
HOLIDAYSERVICEAPPLIED	Holiday Service	POLICY	N
CALLANSWERED	Answered	RESULT	Y
CALLOVERFLOWEDBYTIME	Overflowed By Time	RESULT	N
CALLSUPERVISORTRANSFERRED	Supervisor Transferred	RESULT	N
CALLSTRANDED	Stranded	RESULT	N
CALLABANDONEDENTRANCE	Abandonded During Entrance	RESULT	N
CALLESCAPED	Escaped Queue	RESULT	N
CALLSTRANDEDUNAVAILABLE	Stranded - Agents Unavailable	RESULT	N
CALLBOUNCETRANSFERRED	Transferred By Bounce	RESULT	N
CALLABANDONED	Abandonded	RESULT	N
CALLTRANSFERRED	Transferred	RESULT	N

Column Name	Azure Type	Snowflake Type	Description
bcsd_description	varchar(64)	VARCHAR(64)	Call status description
bcsd_type	varchar(8)	VARCHAR(8)	Call status type
bcsd_isHandled	bit (1=true/0=false)	BOOLEAN	Flag to indicated if a call is handled

BroadsoftCCDNISDimension

Column Name	Azure Type	Snowflake Type	Description
bcdd_id	int	NUMBER(38,0)	Primary key
bcdd_key	varchar(36)	VARCHAR(36)	DNIS unique identifier
bcdd_name	varchar(40)	VARCHAR(40)	DNIS name
bcdd_number	varchar(162)	VARCHAR(162)	DNIS directory number, in E.164 format
bcdd_extension	varchar(20)	VARCHAR(20)	DNIS phone extension
bcdd_eipId	varchar(16)	VARCHAR(16)	The account identifier
bcdd_broadsoftEnterpriseId	varchar(64)	VARCHAR(64)	The VoIP platform identifier
bcdd_broadsoftCallCenterId	varchar(161)	VARCHAR(161)	The call center user ID
bcdd_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier

Broadsoft CC Fact Tables

BroadsoftCCQueueCallFact

Column Name	Azure Type	Snowflake Type	Description	References	Indexed
qcf_id	int	NUMBER(38,0)	Primary key		
qcf_agentSkillFirst	int	NUMBER(38,0)	First agent skill associated with the call (if any)		
qcf_agentSkillLast	int	NUMBER(38,0)	Last agent skill associated with the call (if any)		
qcf_preservedOfferedCount	int	NUMBER(38,0)	Preserved offered count from previous queue (if any)		
qcf_preservedBouncedCount	int	NUMBER(38,0)	Preserved bounced count from previous queue (if any)		
qcf_preservedWaitTime	int	NUMBER(38,0)	Preserved wait time from previous queue (if any)		
qcf_agentUserFk	int	NUMBER(38,0)	Foreign key to the call agent user	BroadsoftUserDimension	Yes
qcf_dnisFk	int	NUMBER(38,0)	Foreign key to the call DNIS	BroadsoftCCDNISDimension	Yes
qcf_callCenterFk	int	NUMBER(38,0)	Foreign key to the Call Center.	BroadsoftCallCenterDimension	Yes
qcf_callReleasedDuration	int	NUMBER(38,0)	Future use		
qcf_callReleasedDateUTC	int	NUMBER(38,0)	Foreign key to the call released date in UTC	DateDimension	Yes
qcf_callReleasedTimeUTC	int	NUMBER(38,0)	Foreign key to the call released time of day in UTC	TimeOfDayDimension	Yes
qcf_callReleasedDateLocal	int	NUMBER(38,0)	Foreign key to the call released date in local time	DateDimension	Yes
qcf_callReleasedTimeLocal	int	NUMBER(38,0)	Foreign key to the call released time of day in local time	TimeOfDayDimension	Yes
qcf_callOfferedCount	int	NUMBER(38,0)	The number of times the call was offered to an agent from this queue		
qcf_callBouncedCount	int	NUMBER(38,0)	This is the number of calls that bounced and remained in the queue, which were presented to agents		
qcf_callQueueDuration	int	NUMBER(38,0)	The total call wait time in seconds in this queue		
qcf_callCreationDateUTC	int	NUMBER(38,0)	Foreign key to the call creation date in UTC	DateDimension	Yes
qcf_callCreationTimeUTC	int	NUMBER(38,0)	Foreign key to the call creation time of day in UTC	TimeOfDayDimension	Yes
qcf_callCreationDateLocal	int	NUMBER(38,0)	Foreign key to the call creation date in local time	DateDimension	Yes
qcf_callCreationTimeLocal	int	NUMBER(38,0)	Foreign key to the call creation time of day in local time	TimeOfDayDimension	Yes

qcf_status	varchar(32)	VARCHAR(32)	Call status. Possible values: • callAdded • callOffered • callAnswered • callBounced • callBounceTransferred • callAbandoned • callEscaped • callOverflowedByTime • callReleased • callStranded • callStrandedUnavailable • callTransferred • callOverflowedBySize		
qcf_key	varchar(162)	VARCHAR(162)	Future use		
qcf_accountId	int	NUMBER(38,0)	Foreign key to the account associated with this queue call	AccountDimension	Yes
qcf_callId	varchar(162)	VARCHAR(162)	The unique call identifier from the VoIP platform		Yes
qcf_networkCallId	varchar(162)	VARCHAR(162)	Network call identifier from the VoIP platform		
qcf_remoteNumber	varchar(162)	VARCHAR(162)	The calling / called number (depending on whether the call was inbound or outbound respectively)		
qcf_numberCalled	varchar(162)	VARCHAR(162)	The dialed number		
qcf_creationTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The call creation timestamp in UTC		Yes
qcf_lastUpdateTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Future use (currently equals to creation timestamp)		
qcf_callAddedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was added to the queue in UTC		
qcf_callOfferedFirstTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was first offered in UTC		
qcf_callOfferedLastTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was last offered in UTC		
qcf_callAnsweredTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The answered timestamp in UTC		
qcf_callBouncedFirstTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was first bounced in UTC		
qcf_callBouncedLastTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was last bounced in UTC		
qcf_callBounceTransferredTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp (in UTC) in which the call was transferred automatically because the caller was placed on hold for too long by an agent.		
qcf_callAbandonedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp (in UTC) in which the call was removed from the queue as a result of the caller hanging up		
qcf_callEscapedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp (in UTC) in which the call was removed from the queue because the caller chose the voice mail option.		
qcf_callOverflowedByTimeTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp (in UTC) in which the call was transferred to an alternative destination because the callers waited too long in queue		
qcf_callReleasedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Call was released timestamp in UTC		
qcf_callStrandedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The time (in UTC) that the call was transferred to an alternative destination because no agents were logged into the queue		
qcf_callStrandedUnavailableTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	If the call stranded policy is applied, this timestamp will be populated (time in UTC).		
qcf_callTransferredTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	If the call has been transferred out of the queue by a supervisor, this timestamp will be populated (time in UTC)		
qcf_callOverflowedBySizeTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	If the call overflowed from the queue due to too many calls in the queue, this timestamp will be populated (time in UTC)		
qcf_eipId	varchar(16)	VARCHAR(16)	The account identifier for this queue call		Yes

qcf_deflected	bit (1=true/0=false)	BOOLEAN	Indicates whether the call is deflected or not. When a pre-queue policy is applied to a call instead of queueing it, the call is said to be "deflected".		
qcf_callNightServiceAppliedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	If the night service policy is applied, this timestamp will be populated (time in UTC)		
qcf_deflectedCallReason	varchar(32)	VARCHAR(32)	The reason that the call was deflected. Possible values are: • callForwarded • holidayServiceApplied • nightServiceApplied • callOverflowedBySize		
qfc_redirectAddress	varchar(64)	VARCHAR(64)	The redirected address if the call redirected to another party		
qcf_agentCallId	varchar(162)	VARCHAR(162)	If an agent answer the call, this field will be populated with the agent call identifier.		Yes
qcf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier		
qcf_handledAgentSkill	int	NUMBER(38,0)	If an agent answered the call and an agent skill was applied, this field will be populated with the agent skill level		
qcf_handledCallHeldDuration	int	NUMBER(38,0)	If an agent answered the call and the call was placed on hold, this field will be populated with the total hold duration (in seconds)		
qcf_handledCallRingDuration	int	NUMBER(38,0)	If an agent answered the call, this field will be populated with the total ring duration (in seconds)		
qcf_handledCallTalkDuration	int	NUMBER(38,0)	If an agent answered the call, this field will be populated with the total talk duration (in seconds)		
qcf_handledWrapUpDuration	int	NUMBER(38,0)	If an agent answered the call and went in to wrap-up state after the call ended, this field will be populated with the total wrap-up duration (in seconds)		
qcf_handledDispositionCode	varchar(256)	VARCHAR(256)	If an agent answered the call and enter disposition code, this field will be populated		
qcf_handledCallTotalDuration	int	NUMBER(38,0)	If an agent answered the call, this field will be populated with the total call duration (in seconds)		
qcf_userId	varchar(161)	VARCHAR(161)	The broadsoft user fully qualified identifier		
qcf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp		
qcf_updated	bit	BOOLEAN	Indicates whether the record was updated		
acf_escalation	varchar(12)	VARCHAR(12)			

BroadsoftCCAgentCallFact

Column Name	SQL Type	Snowflake Type	Description	References	Indexed
acf_id	int	NUMBER(38,0)	Primary Key		
acf_agentSkill	int	NUMBER(38,0)	The agent skill level for an answered ACD inbound call		
acf_agentUserFk	int	NUMBER(38,0)	Foreign key to the agent user	BroadsoftUserDimension	Yes
acf_dnisFk	int	NUMBER(38,0)	Foreign key to the DNIS	BroadsoftCCDNISDimension	Yes
acf_callCenterFk	int	NUMBER(38,0)	Foreign key to the Call Center	BroadsoftCallCenterDimension	Yes
acf_callHeldCount	int	NUMBER(38,0)	The total amount of times the call was placed on hold by the agent		
acf_callHeldDuration	int	NUMBER(38,0)	The total amount of time the call spent in a on hold state (in seconds)		
acf_callTotalDuration	int	NUMBER(38,0)	The total amount of time since the call was created until the call was release (in seconds)		

acf_callRingDuration	int	NUMBER(38,0)	The total amount of time this call was ringing for the handling agent (in seconds)		
acf_callTalkDuration	int	NUMBER(38,0)	The duration of the call in seconds from the answer event to the release event		
acf_callStartedDateUTC	int	NUMBER(38,0)	Foreign key to the call started date in UTC	DateDimension	Yes
acf_callStartedTimeUTC	int	NUMBER(38,0)	Foreign key to the call started time of day in UTC	TimeOfDayDimension	Yes
acf_callStartedDateLocal	int	NUMBER(38,0)	Foreign key to the call started date in local time	DateDimension	Yes
acf_callStartedTimeLocal	int	NUMBER(38,0)	Foreign key to the call started time of day in local time	TimeOfDayDimension	Yes
acf_callReleasedDateUTC	int	NUMBER(38,0)	Foreign key to the call released date in UTC	DateDimension	Yes
acf_callReleasedTimeUTC	int	NUMBER(38,0)	Foreign key to the call released time of day in UTC	TimeOfDayDimension	Yes
acf_callReleasedDateLocal	int	NUMBER(38,0)	Foreign key to the call released date in local time	DateDimension	Yes
acf_callReleasedTimeLocal	int	NUMBER(38,0)	Foreign key to the call released time of day in local time	TimeOfDayDimension	Yes
acf_status	varchar(16)	VARCHAR(16)	The status of the call. The only possible status is 'Completed'		
acf_key	varchar(162)	VARCHAR(162)	Future use		
acf_accountId	int	NUMBER(38,0)	Foreign key to the account associated with this agent call	AccountDimension	Yes
acf_callId	varchar(162)	VARCHAR(162)	The unique call identifier from the VoIP platform		Yes
acf_networkCallId	varchar(162)	VARCHAR(162)	Network call identifier from the VoIP platform		
acf_remoteNumber	varchar(162)	VARCHAR(162)	The calling / called number (depending on whether the call was inbound or outbound respectively)		
acf_numberCalled	varchar(162)	VARCHAR(162)	The dialed number		
acf_creationTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The call creation timestamp in UTC		Yes
acf_lastUpdateTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Future use (currently equals to creation timestamp)		
acf_callAnsweredTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp representing the call answer event (in UTC)		
acf_callStartedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp representing the call started event (in UTC)		Yes
acf_callHeldTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Represents the timestamp the call was first placed on hold by the agent (in UTC)		
acf_callResumedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Represents the timestamp the call was first resumed after call was placed on hold by the agent (in UTC)		
acf_callReleasedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp representing the call release event by the agent (in UTC)		
acf_eipId	varchar(16)	VARCHAR(16)	The account identifier		Yes
acf_nonCallCenterCall	bit (1=true/0=false)	BOOLEAN	If the agent call was not associated with the call center, this field will be set to 1.		
acf_direction	varchar(12)	VARCHAR(12)	The call direction. Possible values are: • Terminating • Originating		
acf_callType	varchar(20)	VARCHAR(20)	This is the call type. Possible values: • Inbound Internal • Inbound ACD • Inbound • Outbound Internal • Outbound ACD • Outbound		

acf_redirectLocation	varchar(30)	VARCHAR(30)	Redirect location if the call was redirected to another party. Possible values: - Call Center - Within Enterprise - Outside Enterprise - Call Center - Long Hold		
acf_redirectNumber	varchar(164)	VARCHAR(164)	The redirect number if the call was redirected to another party		
acf_wrapUpDuration	int	NUMBER(38,0)	Total time the agent spent in the Wrap-Up state in seconds		
acf_wrapUpExitTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the call was Wrapped-Up by the agent in UTC		
acf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier		
acf_bounced	bit (1=true/0=false)	BOOLEAN	Indicates whether the call was bounced (1) or not (0)		
acf_userId	varchar(161)	VARCHAR(161)	The broadsoft user fully qualified identifier		
acf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp		
acf_updated	bit	BOOLEAN	Indicates whether the record was updated		

BroadsoftCCAgentCallDispositionFact

Column Name	Azure Type	Snowflake Type	Description	References	Indexed
acdf_id	int	NUMBER(38,0)	Primary key		
acdf_agentUserFk	int	NUMBER(38,0)	Foreign key to the agent user	BroadsoftUserDimension	Yes
acdf_dnisFk	int	NUMBER(38,0)	Foreign key to the DNIS	BroadsoftCCDNISDimension	
acdf_callCenterFk	int	NUMBER(38,0)	Foreign key to the Call Center	BroadsoftCallCenterDimension	
acdf_dispositionEntryDateUTC	int	NUMBER(38,0)	Foreign key to the the disposition entry date in UTC	DateDimension	Yes
acdf_dispositionEntryTimeUTC	int	NUMBER(38,0)	Foreign key to the disposition entry time of day in UTC	TimeOfDayDimension	Yes
acdf_dispositionEntryDateLocal	int	NUMBER(38,0)	Foreign key to the disposition entry date in local time	DateDimension	Yes
acdf_dispositionEntryTimeLocal	int	NUMBER(38,0)	Foreign key to the disposition entry time of day in local time	TimeOfDayDimension	Yes
acdf_status	varchar(16)	VARCHAR(16)	The status of the call. The only possible status is 'Completed'		
acdf_key	varchar(162)	VARCHAR(162)	Future use		
acdf_accountId	int	NUMBER(38,0)	Foreign key to the account associated with this call	AccountDimension	Yes
acdf_callId	varchar(162)	VARCHAR(162)	The unique call identifier from the VoIP platform		Yes
acdf_code	varchar(256)	VARCHAR(256)	The disposition code for this call		
acdf_creationTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The call creation timestamp in UTC		
acdf_lastUpdateTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Future use (currently equals to creation timestamp)		
acdf_dispositionEntryTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The disposition entry timestamp in UTC		
acdf_eipId	varchar(16)	VARCHAR(16)	The account identifier for this call		Yes
acdf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier		
acdf_userId	varchar(161)	VARCHAR(161)	The broadsoft user fully qualified identifier associated with this agent		
acdf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp		

Column Name	Azure Type	Snowflake Type	Description	References	Indexed
acdf_updated	bit	BOOLEAN	Indicates whether the record was updated		

BroadsoftCCAgentStaffingFact

Column Name	Azure Type	Snowflake Type	Description	References	Indexed
astf_id	int	NUMBER(38,0)	Primary key		
astf_agentUserFk	int	NUMBER(38,0)	Foreign key to the agent user	BroadsoftUserDimension	Yes
astf_callCenterFk	int	NUMBER(38,0)	Foreign key to the Call Center	BroadsoftCCDNISDimension	
astf_agentStaffedDuration	int	NUMBER(38,0)	The duration between the agent transition from one staffed state to unstaffed state and vise versa		
astf_agentStaffedStartedDateUTC	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed start date in UTC	DateDimension	Yes
astf_agentStaffedStartedTimeUTC	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed start time of day in UTC	TimeOfDayDimension	Yes
astf_agentStaffedStartedDateLocal	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed start date in local time	DateDimension	Yes
astf_agentStaffedStartedTimeLocal	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed start time of day in local time	TimeOfDayDimension	Yes
astf_agentStaffedEndedDateUTC	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed end date in UTC	DateDimension	Yes
astf_agentStaffedEndedTimeUTC	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed end time of day in UTC	TimeOfDayDimension	Yes
astf_agentStaffedEndedDateLocal	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed end date in local time	DateDimension	Yes
astf_agentStaffedEndedTimeLocal	int	NUMBER(38,0)	Foreign key to the agent staffed/unstaffed end time of day in local time	TimeOfDayDimension	Yes
astf_status	varchar(16)	VARCHAR(16)	The status of the staffed/unstaffed activity. The only possible status is 'Completed'		
astf_state	varchar(32)	VARCHAR(32)	Agent staffed states. Possible values: • Staffed • Unstaffed		
astf_skill	int	NUMBER(38,0)	The agent's skill level		
astf_key	varchar(162)	VARCHAR(162)	Future use		
astf_accountId	int	NUMBER(38,0)	Foreign key to the account	AccountDimension	Yes
astf_lastUpdateTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	Future use		
astf_agentStaffedStartedTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	The timestamp of the staffed/unstaffed start activity (in UTC)		Yes
astf_agentStaffedEndedTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	The timestamp of the staffed/unstaffed end activity (in UTC)		
astf_eipId	varchar(16)	VARCHAR(16)	The account identifier		Yes
astf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier		
astf_userId	varchar(161)	VARCHAR(161)	The broadsoft user fully qualified identifier associated with this agent		
astf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ(9)	The record updated timestamp		
astf_updated	bit	BOOLEAN	Indicates whether the record was updated		

BroadsoftCCAgentStateFact

Column Name	Azure Type	Snowflake Type	Description	References	Indexed
asf_id	int	NUMBER(38,0)	Primary key		
asf_agentUserFk	int	NUMBER(38,0)	Foreign key to the agent user	BroadsoftUserDimension	Yes
asf_agentStateDuration	int	NUMBER(38,0)	The duration between the agent transition from one state to another		

asf_agentStateStartedDateUTC	int	NUMBER(38,0)	Foreign key to the agent state start date in UTC	DateDimension	Yes
asf_agentStateStartedTimeUTC	int	NUMBER(38,0)	Foreign key to the agent state start time of day in UTC	TimeOfDayDimension	Yes
asf_agentStateStartedDateLocal	int	NUMBER(38,0)	Foreign key to the agent state start date in local time	DateDimension	Yes
asf_agentStateStartedTimeLocal	int	NUMBER(38,0)	Foreign key to the agent state start time of day in local time	TimeOfDayDimension	Yes
asf_agentStateEndedDateUTC	int	NUMBER(38,0)	Foreign key to the agent state end date in UTC	DateDimension	Yes
asf_agentStateEndedTimeUTC	int	NUMBER(38,0)	Foreign key to the agent state end time of day in UTC	TimeOfDayDimension	Yes
asf_agentStateEndedDateLocal	int	NUMBER(38,0)	Foreign key to the agent state end date in local time	DateDimension	Yes
asf_agentStateEndedTimeLocal	int	NUMBER(38,0)	Foreign key to the agent state end time of day in local time	TimeOfDayDimension	Yes
asf_status	varchar(16)	VARCHAR(16)	The status of the agent state activity. The only possible status is 'Completed'		
asf_state	varchar(32)	VARCHAR(32)	The agent's state. Possible values: • SignOut • SignIn • AvailableIdle • Available-Busy • Wrapup • Unavailable		
asf_code	varchar(256)	VARCHAR(256)	The agent state code if applicable		
asf_key	varchar(162)	VARCHAR(162)	Future use		
asf_accountId	int	NUMBER(38,0)	Foreign key to the account	AccountDimension	Yes
asf_lastUpdateTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	Future use		
asf_agentStateStartedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the agent enters into one of the states (in UTC)		Yes
asf_agentStateEndedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The timestamp in which the agent switch to another state (exit from the previous state) in UTC		
asf_eipId	varchar(16)	VARCHAR(16)	The account identifier		Yes
asf_parentEipId	varchar(16)	VARCHAR(16)	The parent account identifier		
asf_userId	varchar(161)	VARCHAR(161)	The broadsoft user fully qualified identifier associated with this agent		
asf_lastUpdatedTimestamp	datetime2(7)	TIMESTAMP_NTZ (9)	The record updated timestamp		
asf_updated	bit	BOOLEAN	Indicates whether the record was updated		