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## Genesys Info Mart Physical Data Model for an Oracle Database

Table CALL\_RESULT

# Table CALL\_RESULT

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

### Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

**Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

## Column List

### Legend

| Column           | Data Type            | P | M | F | DV |
|------------------|----------------------|---|---|---|----|
| CALL_RESULT_KEY  | NUMBER(10)           | X | X |   |    |
| CALL_RESULT      | VARCHAR2(32<br>CHAR) |   |   |   |    |
| CALL_RESULT_CODE | VARCHAR2(32<br>CHAR) |   |   |   |    |
| CREATE_AUDIT_KEY | NUMBER(19)           |   | X | X |    |

Table CALL\_RESULT

| Column           | Data Type  | P | M | F | DV |
|------------------|------------|---|---|---|----|
| UPDATE_AUDIT_KEY | NUMBER(19) |   | X | X |    |

## CALL\_RESULT\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## CALL\_RESULT

The description of the call result. This value can change with localization.

The following are possible values:

|                            |                         |                        |
|----------------------------|-------------------------|------------------------|
| None                       | Fax Detected            | SIT Detected           |
| Abandoned                  | Forwarded               | SIT IC (Intercept)     |
| Agent CallBack Error       | General Error           | SIT Invalid Number     |
| All Trunks Busy            | Group CallBack Error    | SIT NC (No Circuit)    |
| Answer                     | Held                    | SIT RO (Reorder)       |
| Answering Machine Detected | No Answer               | SIT Unknown Call State |
| Bridge                     | No Dial Tone            | SIT VC (Vacant Code)   |
| Busy                       | No Established Detected | Stale                  |
| Call Drop Error            | No Port Available       | Switch Error           |
| Cancel Record              | No Progress             | System Error           |
| Cleared                    | No RingBack Tone        | Transfer Error         |
| Conferenced                | NU Tone                 | Transferred            |
| Consult                    | Ok                      | Unknown Call Result    |
| Converse-On                | Overflowed              | Wrong Number           |
| Covered                    | Pager Detected          | Wrong Party            |
| Deafened                   | Picked                  |                        |
| Dial Error                 | Queue Full              |                        |
| Do Not Call                | Redirected              |                        |
| Dropped                    | Remote Release          |                        |
| Dropped On No Answer       | Silence                 |                        |

## CALL\_RESULT\_CODE

The code for the call result description. This value does not change with localization.

The following are possible values:

|                            |                      |                         |
|----------------------------|----------------------|-------------------------|
| NONE                       | CLEARED              | FAX_DETECTED            |
| ABANDONED                  | CONFERENCED          | FORWARDED               |
| AGENT_CALLBACK_ERROR       | CONSULT              | GENERAL_ERROR           |
| ALL_TRUNKS_BUSY            | CONVERSE_ON          | GROUP_CALLBACK_ERROR    |
| ANSWER                     | COVERED              | HELD                    |
| ANSWERING_MACHINE_DETECTED | DEAFENED             | NO_ANSWER               |
| BRIDGE                     | DIAL_ERROR           | NO_DIAL_TONE            |
| BUSY                       | DO_NOT_CALL          | NO_ESTABLISHED_DETECTED |
| CALL_DROP_ERROR            | DROPPED              | NO_PORT_AVAILABLE       |
| CANCEL_RECORD              | DROPPED_ON_NO_ANSWER | NO_PROGRESS             |

Table CALL\_RESULT

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|                  |                        |                     |
|------------------|------------------------|---------------------|
| NO_RINGBACK_TONE | SILENCE                | SWITCH_ERROR        |
| NU_TONE          | SIT_DETECTED           | SYSTEM_ERROR        |
| OK               | SIT_IC                 | TRANSFER_ERROR      |
| OVERFLOWED       | SIT_INVALID_NUMBER     | TRANSFERRED         |
| PAGER_DETECTED   | SIT_NC                 | UNKNOWN_CALL_RESULT |
| PICKED           | SIT_RO                 | WRONG_NUMBER        |
| QUEUE_FULL       | SIT_UNKNOWN_CALL_STATE | WRONG_PARTY         |
| REDIRECTED       | SIT_VC                 |                     |
| REMOTE_RELEASE   | STALE                  |                     |

## CREATE\_AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

## UPDATE\_AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

## Index List

No indexes are defined.

## Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.