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Genesys Info Mart Physical Data Model for an Oracle Database

Table IRF_USER_DATA_CUST_1

Table IRF_USER_DATA_CUST_1

Description

Modified: 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters); 8.5.005.09 (data types of CUSTOM_DATA_13 through CUSTOM_DATA_16 changed to character data types); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_CUST_1 is included in the schema document for sample purposes only. Tables such as IRF_USER_DATA_CUST_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined string attributes that may come attached with interactions, use the Genesys-provided script as an example of how to add these tables to the schema. For full details, see [Preparing Custom User-Data Storage](#) on the [Info Mart Database Scripts](#) page in the *Genesys Info Mart Deployment Guide*.

The name of this table and the column names are configurable and may differ in your deployment.

The table stores high-cardinality data for up to 16 key-value pairs (KVPs) that are associated with interactions. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **UNIQ--nowiki-00000002-QINU**.link-msf-userdata configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The row is populated according to a propagation rule, configurable for each KVP.

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
INTERACTION_RESOURCE_ID	NUMBER(19)	X	X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	-1
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	0
CUSTOM_DATA_1 through CUSTOM_DATA_16	VARCHAR2(1024 CHAR)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding IRF record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001

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

Introduced: Release 8.5.001

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

CUSTOM_DATA_1 through CUSTOM_DATA_16

Modified: 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make_gim_UDE_template*.sql**); 8.5.005.09 (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the **make_gim_UDE_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction.

These fields are an example for character-type KVP values. In principle, these fields support character, date/time, or numeric values. The exact data type is specified in the script that you use when creating the custom user data table.

For date/time data types, the format in which Genesys Info Mart stores date/time values is yyyy-mm-ddThh24:mi:ss.ff; if the KVP value that you want to store is not in this format, you must also specify a conversion expression in the script. (The conversion expression is stored in the CTL_UD_TO_UDE_MAPPING.CONVERT_EXPRESSION field.)

Index List

CODE	U	C	Description
I_IRF_USER_DATA_CUST_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_CUST_1_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- **Interaction_Resource** — Represents a summary of each attempt to handle an interaction. It

encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.