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Genesys Info Mart Physical Data Model for an Oracle Database

Table `SDR_SESSION_FACT`

Table SDR_SESSION_FACT

Description

Introduced: 8.5.001

Modified: 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.005 (SDR_SURVEY_* keys added); 8.5.007 (SDR_SURVEY_QUESTIONS_* keys added)

In partitioned databases, this table is partitioned.

This table describes caller activity within an SDR session.

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
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
INTERACTION_ID	VARCHAR2(50 CHAR)		X	X	
CONNECTION_ID	VARCHAR2(255)		X		NO_VALUE

Table SDR_SESSION_FACT

Column	Data Type	P	M	F	DV
	CHAR)				
ANI	VARCHAR2(50 CHAR)		X		NO_VALUE
AS_DURATION_MS	NUMBER(19)		X		0
SS_DURATION_MS	NUMBER(19)		X		0
START_TS_MS	NUMBER(19)		X		
END_TS_MS	NUMBER(19)		X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
INPUT_COUNT	NUMBER(10)		X		0
MENU_COUNT	NUMBER(10)		X		0
DTMF_PATH	VARCHAR2(255 CHAR)		X		NO_VALUE
SDR_ENTRY_POINT_KEY	NUMBER(10)		X	X	-2
SDR_EXIT_POINT_KEY	NUMBER(10)		X	X	-2
SDR_APPLICATION_KEY	NUMBER(10)		X	X	-2
SDR_GEO_LOCATION_KEY	NUMBER(10)		X	X	-2
SDR_LANGUAGE_KEY	NUMBER(10)		X	X	-2
STRIKEOUT_SDR_MILE_KEY	NUMBER(10)		X	X	-2
BAILOUT_SDR_MILE_KEY	NUMBER(10)		X	X	-2
DEFLECTION_SDR_MILE_KEY	NUMBER(10)		X	X	-2
FINAL_SDR_MILE_KEY	NUMBER(10)		X	X	-2
SELF_HELPED_SDR_MILE_KEY	NUMBER(10)		X	X	-2
DEFLECTION_SDR_MILE_KEY	NUMBER(10)		X	X	-2
SDR_CALL_DISPOSITION_KEY	NUMBER(10)		X	X	-2
SDR_CALL_TYPE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_SCORE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_I1_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_I2_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_S1_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_S2_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_STATUS_KEY	NUMBER(10)		X	X	-2
UPDATE_AUDIT_KEY	NUMBER(19)			X	

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.

SESSION_ID

The ID as assigned to the session by Orchestration Server. You can use the SESSION_ID to link other SDR_*_FACT records with the SDR_SESSION_FACT.

INTERACTION_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_SESSION_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

`SDR_SESSION_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID`

CONNECTION_ID

The connection ID of the call, as assigned by SIP Server.

ANI

The phone number of the caller.

AS_DURATION_MS

The duration, in milliseconds, of the Assisted Service phase.

SS_DURATION_MS

The duration, in milliseconds, of the Self-Service phase.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application completed.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

INPUT_COUNT

The number of user input blocks the caller encountered during the session.

MENU_COUNT

The number of menu blocks the caller encountered during the session.

DTMF_PATH

The sequence of DTMF keys that the caller pressed when going through the application's menu.

SDR_ENTRY_POINT_KEY

The key that is used to join the SDR_ENTRY_POINT dimension to the fact tables.

SDR_EXIT_POINT_KEY

The key that is used to join the SDR_EXIT_POINT dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

SDR_GEO_LOCATION_KEY

The key that is used to join the SDR_GEO_LOCATION dimension to the fact tables.

SDR_LANGUAGE_KEY

The key that is used to join the SDR_LANGUAGE dimension to the fact tables.

STRIKEOUT_SDR_MILESTONE_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

BAILOUT_SDR_MILESTONE_KEY

The key that is used to join the BAILOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MILESTONE_KEY

The key that is used to join the DEFLECTION milestone value in the SDR_MILESTONE dimension to the fact tables.

FINAL_SDR_MILESTONE_KEY

The key that is used to join the FINAL milestone value in the SDR_MILESTONE dimension to the fact tables.

SELF_HELPED_SDR_MILESTONE_KEY

The key that is used to join the SELF_HELPED milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MESSAGE_KEY

The key that is used to join the DEFLECTION_MESSAGE value in the SDR_MESSAGE dimension to the fact tables.

SDR_CALL_DISPOSITION_KEY

The key that is used to join the SDR_CALL_DISPOSITION dimension to the fact tables.

SDR_CALL_TYPE_KEY

The key that is used to join the SDR_CALL_TYPE dimension to the fact tables.

SDR_SURVEY_SCORES_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_SCORES dimension to the fact tables.

SDR_SURVEY_I1_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_I1 dimension to the fact tables.

SDR_SURVEY_I2_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_I2 dimension to the fact tables.

SDR_SURVEY_S1_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_S1 dimension to the fact tables.

SDR_SURVEY_S2_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_S2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I1_KEY

Introduced: Release 8.5.007

The key that is used to join the SDR_SURVEY_QUESTIONS_I1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I2_KEY

Introduced: Release 8.5.007

The key that is used to join the SDR_SURVEY_QUESTIONS_I2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S1_KEY

Introduced: Release 8.5.007

The key that is used to join the SDR_SURVEY_QUESTIONS_S1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S2_KEY

Introduced: Release 8.5.007

The key that is used to join the SDR_SURVEY_QUESTIONS_S2 dimension to the fact tables.

SDR_SURVEY_STATUS_KEY

Introduced: Release 8.5.005

The key that is used to join the SDR_SURVEY_STATUS dimension to the fact tables.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16

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

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

Index I_SDR_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.