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Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Summary of Info Mart Schema Changes

5/5/2025

Summary of Info Mart Schema Changes

The following table summarizes Genesys Info Mart schema changes between 8.x releases, for all supported RDBMS types. Some of the changes listed might not apply to the RDBMS you use.

Tip

Type in the Search box to quickly filter the table by release, table name, type of change, and so on. Alternatively, click a column header to sort the table to group entries.

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION		8.5.014.19	Table added	See table
BGS_BOT_DIM		8.5.011	Table added	See table
BGS_BOT_NAME_DIM		8.5.011	Table added	See table
BGS_SESSION_DIM		8.5.011	Table added	See table
BGS_SESSION_FACT		8.5.011	Table added	See table
BOT_ATTRIBUTES		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
BOT_INTENT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
CALLBACK_DIAL_RESULTS		8.5.009.20	Table added	See table
CALLBACK_DIM_1		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_2		8.1.402. Supported for on-premises deployments starting with	Table added	See table
Table	Column	Changed in release	Type of change	More information

Summary of Info Mart Schema Changes

Table	Column	Changed in release	Type of change	More information
		release 8.5.005.		
CALLBACK_DIM_3		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_4		8.5.009.20	Table added	See table
CALLBACK_FACT		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CDR_DIM1		8.5.013.06	Table added	See table
CDR_FACT		8.5.013.06	Table added	See table
CHAT_SESSION_DIM		8.5.011	Table added	See table
CHAT_SESSION_FACT		8.5.011	Table added	See table
CHAT_THREAD_FACT		8.5.014.09	Table added	See table
COBROWSE_END_REASON		8.5.011.14	Table added	See table
COBROWSE_FACT		8.5.011.14	Table added	See table
COBROWSE_MODE		8.5.011.14	Table added	See table
COBROWSE_PAGE		8.5.011.14	Table added	See table
COBROWSE_USER_AGENT		8.5.011.14	Table added	See table
CTL_GDPR_HISTORY		8.5.010	Table added	See table
GPM_DIM1		8.5.014.09	Table added	See table
GPM_FACT		8.5.009	Table added	See table
GPM_MODEL		8.5.009	Table added	See table
GPM_PREDICTOR		8.5.009	Table added	See table
GPM_RESULT		8.5.009	Table added	See table
GROUP_ANNEX		8.1.4	Table added	See table
LDR_CAMPAIGN		8.5.012.15	Table added	See table
LDR_DEVICE		8.5.012.15	Table added	See table
LDR_FACT		8.5.012.15	Table added	See table
LDR_GROUP		8.5.012.15	Table added	See table
LDR_LIST		8.5.012.15	Table added	See table
LDR_POSTAL_CODE		8.5.012.15	Table added	See table
LDR_RECORD		8.5.012.15	Table added	See table
MEDIA_ORIGIN		8.5.014.09	Table added	See table
POST_CALL_SURVEY_DIM_1		8.5.003. Supported	Table added	See table
Table	Column	Changed in release	Type of change	More information

Summary of Info Mart Schema Changes

Table	Column	Changed in release	Type of change	More information
		in certain deployments only.		
POST_CALL_SURVEY_DIM_2		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_3		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_4		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_5		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_6		8.5.003. Supported in certain deployments only.	Table added	See table
SDR_ACTIVITIES_FACT		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_ACTIVITY		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_APPLICATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_BOTS_FACT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
SDR_CALL_DISPOSITION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CALL_TYPE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CUST_ATTRIBUTES		8.5.005. Supported in certain Genesys Engage cloud	Table added	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
		deployments only.		
SDR_CUST_ATTRIBUTES_FACT		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_ENTRY_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXIT_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_HTTP_REST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_FACT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_OUTCOME		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_SERVICE_OUTCOME		8.5.004. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_GEO_LOCATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT_OUTCOME		8.5.004.09. Supported in Genesys Engage	Table added	See table
Table	Column	Changed in release	Type of change	More information

Summary of Info Mart Schema Changes

Table	Column	Changed in release	Type of change	More information
		cloud deployments only.		
SDR_LANGUAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MESSAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MILESTONE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_SESSION_FACT		8.5.001	Table added	See table
SDR_SURVEY_ANSWERS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_FACT		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTIONS_S1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_S2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_SCORES		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_STATUS		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_TRANSCRIPT_FACT		8.5.005.20. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_USER_INPUT		8.5.004.09	Table added	See table
SDR_USER_INPUTS_FACT		8.5.004.09	Table added	See table
SDR_USER_MILESTONE_FACT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SM_MEDIA_NEUTRAL_STATE_FACT		8.5.002	Table added	See table
USER_DATA_GEN_DIM_1		8.5.014.19	Table added	See table
USER_DATA_GEN_DIM_2		8.5.014.19	Table added	See table
ANCHOR_FLAGS	CUSTOMER_LEFT_FIRST	8.5.004	Column added	See table
CALLBACK_FACT	CALLBACK_DIAL_RESULT	8.5.009.20	Column added	See table
CALLBACK_FACT	CALLBACK_DIM_4_KEY	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_ANI	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_READY_TO_STOP	8.5.009.20	Column added	See table
		8.5.009.20	Column added	See table
Table	Column	Changed in release	Type of change	More information

Summary of Info Mart Schema Changes

Table	Column	Changed in release	Type of change	More information
CALLBACK_FACT	DESIRED_TIME_TS	8.5.003 (renamed from DESIRED_TIME)	Column added	See table
CALLBACK_FACT	DIAL_1_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_2_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_3_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_4_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_5_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_THRESHOLD_WHEN_DENIED	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_REJECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	FIRST_OUT_I_XN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	LAST_OUT_I_XN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORIGINATION_I_XN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	POS_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_A_COMPLETED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_CB_ACCEPTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_C_COMPLETED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	PUSH_DELIVERY_COMPLETED_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	SERVICE_END_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
CALLBACK_FACT	WAITED_BEFORE_OFFER_TIME	8.5.009.20	Column added	See table
CALLING_LIST_METRIC_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CDR_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_SESSION_DIM	ASYNC_MODE	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	HANDLE_COUNT	8.5.011.14	Column added	See table
Table	Column	Changed in release	Type of change	More information

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Table	Column	Changed in release	Type of change	More information
CHAT_SESSION_FACT	HANDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_COUNT	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_DURATION	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_THREAD_FACT	THREAD_ID	8.5.014.09	Column added	See table
CHAT_THREAD_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	RECORD_FIELD_31 through RECORD_FIELD_60	8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)	Column added	See table
CTL_AUDIT_LOG	PRODUCER_INFO_KEY	8.5.116.12	Column added	See table
CTL_TRANSFORM_HISTORY	AUDIT_KEY	8.5.009	Column added	See table
CTL_TRANSFORM_HISTORY	FORM_VALUE2	8.5.010	Column added	See table
CTL_UD_TO_UDE_MAPPING	CONVERT_EXPRESSION	8.1.201	Column added	See table
GPM_FACT	ADJUSTED_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE_USED	8.5.014.09	Column added	See table
GPM_FACT	FINAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	GLOBAL_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	GPM_DIM1_KEY	8.5.014.09	Column added	See table
GPM_FACT	INITIAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
GPM_FACT	SUITABLE_AGENTS_COUNT	8.5.014.09	Column added	See table
GPM_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
GPM_FACT	VQ_GUID	8.5.014.19	Column added	See table
GPM_FACT	VQ_RESOURCE_KEY	8.5.014.19	Column added	See table
GROUP_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_FACT	ANCHOR_ID	8.5.003	Column added	See table
INTERACTION_FACT	ANCHOR_SDT_KEY	8.5.003	Column added	See table
INTERACTION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	RESOURCE_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	RESOURCE_DURATION	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	RESOURCE_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	RESOURCE_DURATION	8.5.004	Column added	See table
Table	Column	Changed in release	Type of change	More information

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Table	Column	Changed in release	Type of change	More information
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_TS	8.5.004 (renamed from IRF_ANCHOR_SENT_TS)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_FACT_SESSIONID	8.5.116.12	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_FACT_ADDRESS	8.5.006	Column added	See table
IRF_USER_DATA_CUST_PROD	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_CUST_PROD	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_CUST_PROD	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_CUST	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_CUST	CSW_CALL_TYPE	8.5.011.18	Column added	See table
IRF_USER_DATA_GEN_CUST	GVP_SESSION_ID	8.5.015.14	Column added	See table
IRF_USER_DATA_GEN_CUST	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_GEN_CUST	SERVICE_ID	8.1.402	Column added	See table
IRF_USER_DATA_GEN_CUST	SERVICE_START_TS	8.1.402	Column added	See table
IRF_USER_DATA_GEN_CUST	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_ID	8.5.014.19	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_ID	8.5.014.19	Column added	See table
IXN_RESOURCE_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	GVP_SESSIONID	8.5.116.12	Column added	See table
MEDIATION_SEGMENT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	USER_DATA_FLAG	8.5.004	Column added	See table
RESOURCE_	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
RESOURCE_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_BOTS_FACT	STEP_COUNT	8.5.116.12	Column added	See table
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.007	Column added	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.008	Column added	See table
SDR_CUST_ATTRIBUTES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
Table	Column	Changed in release	Type of change	More information

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Table	Column	Changed in release	Type of change	More information
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I1_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I2_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I3_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I4_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_STATUSOFFER		8.5.007	Column added	See table
SDR_SURVEY_TRANSACTION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT		8.5.116.26	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	8.5.003	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY	8.5.013.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	SESSION_GROUP_COMBINATION_KEY	8.5.016.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	8.5.116.26	Column added	See table
SM_RES_SESSION_FACT	AGENT_LOCATION_KEY	8.5.014.19	Column added	See table
SM_RES_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_REASON_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	DESIRED_TIME	8.5.003 (renamed to DESIRED_TIME_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_DATE_TIME_KEY	8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.004 (renamed to IRF_ANCHOR_TS)	Column discontinued	See table
SDR_SURVEY_STATUSRECORDING		8.5.008	Column discontinued	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION	AGENT_LOCATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULT	DTA_1_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULT	DTA_2_RESULT	8.5.014.34	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	
CALLBACK_DIAL_RESULT	DIAL_3_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULT	DIAL_4_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULT	DIAL_5_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_3	DISPOSITION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
CALLBACK_DIM_3	FINAL_TARGET	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_3	FINAL_TARGET	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_FACT	DS_AUDIT_KEY	8.5.008	Column modified (data type increased from 10 to 19 digits)	See table
CALLBACK_FACT	FIRST_OUT_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	LAST_CALLBACK_OFFSET	8.5.005	Column modified (default value added)	See table
CALLBACK_FACT	LAST_OUT_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORIGINATION_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
CALL_RESULT	CALL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALL_RESULT	CALL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_DIM1	DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_FACT	CALL_ID	8.5.015.07	Column modified (size of the column increased)	See table
COBROWSE_END_REASON	SESSION_END_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
COBROWSE_FACT	PAGE_QUERY	8.5.012.15	Column modified (No longer a mandatory field)	See table
COBROWSE_MODE	SEGMENT_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_DOMAIN	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_PATH	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_AGENT_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_AGENT_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_AGENT_VERSION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	GENERATOR_DEVICE_BRAND	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_DEVICE_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_OS_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_OS_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	GENERATOR_OS_VER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	GENERATOR_USER_AGENT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_ATTEMPT_FACT	ACTUAL_SCHED_TIME	8.5.116.26	Column modified (behavior changed)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.001	Column modified (IRF_INITIAL value is added).	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.006	Column modified (IRF_ROUTE value is added)	See table
DIALING_MODE	DIALING_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
DIALING_MODE	DIALING_MODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
GPM_FACT	MEDIA_SERVER_I_XN_GUID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
GPM_FACT	MESSAGE	8.5.009.20	Column modified (default value no longer defined)	See table
GPM_FACT	START_DATE_TIME_KEY	8.5.011	Column modified (added to the composite primary key in nonpartitioned databases)	See table
GPM_MODEL	MODEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_MODEL	MODEL_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	CUSTOMER_FOUND	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
GPM_RESULT	GPM_MODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_STATUS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_USE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GROUP_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases)	See table
GROUP_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			type changed in multi-language databases)	
GROUP_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_DESCRIPTION	BUSINESS_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTION	CUSTOMER_SEGMENT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTION	SERVICE_SUBTYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTION	SERVICE_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_FACT	STATUS	8.5.001	Column modified (error code 26 added)	See table
INTERACTION_FACT	SUBJECT	8.5.007	Column modified (data type extended from 255 to 1024 characters)	See table
INTERACTION_RESOURCE_FACT	RESOURCE_FLAGS_KEY	8.5.004	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Summary of Info Mart Schema Changes

Table	Column	Changed in release	Type of change	More information
			(scope extended)	
INTERACTION_RESOURCE	CONSULT_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE	CONSULT_RING_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE	CONSULT_RING_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE	CONSULT_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE	CONSULT_TALK_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE	CONSTANT_INTERACTION_RESOURCE	8.5.003 and 8.5.004	Column modified (behavior changed)	See table
INTERACTION_RESOURCE	CONSTANT_ID	8.5.116.45	Column modified (size of the column increased)	See table
INTERACTION_RESOURCE	QUEUE_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE	QUEUE_POINT_DURATION	8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE	STATE_DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE	STATE_DESCRIPTOR_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
INTERACTION_RESOURCE_STATE_NAME	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE_NAME_CODE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE_ROLE	STATE_ROLE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE_ROLE_CODE	STATE_ROLE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.001	Column modified (InternalConference subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.005	Column modified (OutboundCallback subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.005	Column modified (INTERNALCONFERENCE subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.005	Column modified (OUTBOUNDCALLBACK subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
IRF_USER_DATA_CUSTOM	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.005.09	Column modified (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).	See table
IRF_USER_DATA_CUSTOM	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.007	Column modified (data types for CUSTOM_DATA_1	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			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)	
MEDIATION_SEGMENTATION	SESSIONID	8.5.116.45	Column modified (size of the column increased)	See table
MEDIA_TYPE	MEDIA_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
MEDIA_TYPE	MEDIA_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
POST_CALL_SURVEY_SCORE	SURVEY_IAGENTSSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SCORE	SURVEY_ICALLSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SCORE	SURVEY_ICOMPANYSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SCORE	SURVEY_IPRODUCTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in single-language databases)	
POST_CALL_SURVEY_	SURVEY_IQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_	SURVEY_IQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_	SURVEY_IQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_	SURVEY_IQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_	SURVEY_SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_	SURVEY_SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_	SURVEY_IQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_	SURVEY_IQ6	8.5.010	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in single-language databases)	
POST_CALL_SURVEY_SURVEY	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_SURVEY	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_SURVEY	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_SURVEY	IQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY	IQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY	IQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY	IQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
POST_CALL_SURVEY_SURVEY_COMPLETE		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IRECOMMENDSCORE			Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_RECORDING		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
RECORD_FIELD_GROUP	RECORD_FIELD_1_STRING_1 Phrough RECORD_FIELD_1_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_FIELD_GROUP	RECORD_FIELD_2_STRING_1 Phrough RECORD_FIELD_2_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
RECORD_TYPE	RECORD_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_TYPE	RECORD_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_LOOKUP_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_FIRST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_LAST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
RESOURCE_	EMPLOYEE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	EXTERNAL_RESOURCE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	IVR_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_ALIAS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.003.17	Column modified (new value, Person, added for the Agent resource type)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
RESOURCE_	RESOURCE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	SWITCH_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases)	See table
RESOURCE_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			size of the nvarchar data type changed in multi-language databases)	
RESOURCE_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
RESOURCE_STATE_REASON	REASON_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	REASON_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
ROUTING_TARGET	AGENT_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	PLACE_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	SKILL_EXPRESSION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	TARGET_OBJECT_SELECTED	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ACTIVITY	NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_TITLE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_VERSION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_BOTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_CALL_DISPOSITION	DISPOSITION_CATEGORY	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_CALL_DISPOSITION	DISPOSITION_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	CALL_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATTRIBUTES	ATTRIBUTE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATTRIBUTES	SECTION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ENTRY_POINT	DNIS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXIT_POINT	APPLICATION_EXIT_POINT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_HTTP_REST	URL	8.5.008.29	Column modified (behavior changed)	See table
SDR_EXT_HTTP_REST	URL	8.5.010	Column modified (in Microsoft SQL	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			Server, data type modified in single-language databases)	
SDR_EXT_REQUEST	REQUEST_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST	REQUEST_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST_FACTS	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_EXT_REQUEST_OUTCOMES	OUTCOMES	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_SERVICE_OUTCOME	SERVICE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_EXT_SERVICE_OUTCOME	SERVICE_RESPONSE_DESCRIPTOR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_GEO_LOCATION	REGION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	TIMEZONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_INPUT	INPUT_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT	INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SELECTED_OPTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	STRIKEOUT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SUCCESS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_LANGUAGE	LANGUAGE_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_LANGUAGE	LANGUAGE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MESSAGE	MESSAGE_FILE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MILESTONE	MILESTONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_MILESTONE	MILESTONE_PATH	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SESSION_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_ANSWER_FACT	SURVEY_ANSWER_STRING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_FACT	INTERACTION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_SURVEY_FACT	SESSION_ID	8.5.010	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in multi-language databases)	
SDR_SURVEY_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_QUESTION	QUESTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q1_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_I2	Q05_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_S1	Q05_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_05_S1	Q05_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTIONNAIRE_S1	Q3_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S1	Q4_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S1	Q5_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S2	Q1_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S2	Q6_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S2	Q7_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONNAIRE_S2	Q8_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_S2	SQ9_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_S2	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_STATUS	COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	OFFER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_TRANSACTION	SESSION_CD	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

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Table	Column	Changed in release	Type of change	More information
			modified in multi-language databases)	
SDR_SURVEY_TRANSACTION	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUT	USER_INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_INPUTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUTS_FACT	START_TS_MS	8.5.008	Column modified (no longer mandatory)	See table
SDR_USER_INPUTS_FACT	TOLERANCE	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	TOLERANCE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_MILESTONE_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
STG_TRANSFORM_ERRORS	CODES	8.5.001	Column modified (error code 26 added)	See table
STG_TRANSFORM_ERRORS	TABLE_NAME	8.5.011.14	Column modified (data type increased from 30	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			to 255 characters)	
STRATEGY	STRATEGY_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTIONS	SOURCE_ROLE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTIONS	SOURCE_ROLE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTIONS	RESULT_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
TECHNICAL_DESCRIPTION	RESULT_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTION	ROLE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTION	ROLE_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTION	TECHNICAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTION	TECHNICAL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	DESCRIPTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	TIME_ZONE_NAME	8.5.014.34	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	
TIME_ZONE	TIME_ZONE_NAME2	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
USER_DATA_CUST_DIM	DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
WORKBIN	WORKBIN_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CALL_RESULT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_SESSION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_STATE	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CAMPAIGN_GROUP_STATUS_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_ATTEMPT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_INFO_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_AUDIT_LOG	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_ETL_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_EXTRACT_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_PURGE_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_TRANSFORM_HISTORY	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CTL_UDE_KEYS_TO_DIVISION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_UD_TO_UDE_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DATE_TIME	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DIALING_MODE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
GROUP_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_RESOURCE_FACT	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
INTERACTION_RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_CUSTV1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_GEN_V	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIATION_SEGMENT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIA_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_V1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_V2	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
RECORD_STATUS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
REQUESTED_SKILL_COMBINATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE_REASON	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
ROUTING_TARGET	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
SDR_APPLICATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_IDB_FK_VIOLATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_TRANSFORM_DISCARDS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STRATEGY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TECHNICAL_DESCRIPTION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TIME_ZONE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
USER_DATA_CUST_DIMENSION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
WORKBIN	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
Table	Column	Changed in release	Type of change	More information