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

Table CALLBACK_DIM_4

5/8/2025

Table CALLBACK_DIM_4

Description

> **Introduced:** 8.5.009.20
>
> In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the callback dialing attempt.

> **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
ID	int	X	X		
ABANDONED_DURING_CB_OFFER	int		X		0
DIAL_IGNORING_AVAILABILITY	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_4_KEY.

ABANDONED_DURING_CB_OFFER

Based on KVP: _CB_N_ABANDONED_DURING_CALLBACK_OFFER

Indicates whether the caller dropped the call without explicitly accepting or rejecting the callback offer: 0 = No, 1 = Yes.

DIAL_IGNORING_AVAILABILITY

Based on KVP: _CB_IXN_START_IGNORING_AVAILABILITY

Indicates whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability: 0 = No, 1 = Yes.

A value of 1 might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_4	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_4

Field	Sort	Comment
ABANDONED_DURING_CB_OFFER	Ascending	
DIAL_IGNORING_AVAILABILITY	Ascending	

Subject Areas

No subject area information available.