GENESYS

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

Table LDR_RECORD

3/30/2025

Table LDR_RECORD

Description

> **Introduced:** 8.5.012.15
>
> In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the contact list records, such as contact information type, record type, record status, and disposition.

> ### 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		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CONTACT_INFO_TYPE	nvarchar(32)		X		unknown
RECORD_TYPE	nvarchar(32)		X		unknown
RECORD_STATUS	nvarchar(32)		X		unknown
DISPOSITION	nvarchar(255)		X		unknown

ID

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

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.

CONTACT_INFO_TYPE

The type of the contact device. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

RECORD_TYPE

The type of the record from the contact list. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

RECORD_STATUS

The status of the record from the contact list. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

DISPOSITION

The reason for filtering out the record from the campaign during the pre-loading phase, as reported by CX Contact.

Index List

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

Index I_LDR_RECORD

Field	Sort	Comment
CONTACT_INFO_TYPE	Ascending	
RECORD_TYPE	Ascending	
RECORD_STATUS	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.