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Genesys Info Mart Physical Data Model for an Oracle Database

Info Mart Tables

Info Mart Tables

Info Mart tables fall into one of the following categories, out of which only the first one contains data that is suitable for reporting purposes:

- Fact tables
- Dimension tables
- Info Mart service and control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Fact Tables

The fact tables all include the *_FACT* suffix in the table name. The following Info Mart tables are fact tables, which are described in this document:

- BGS_SESSION_FACT
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE_FACT
- CDR_FACT
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_FACT
- CONTACT_ATTEMPT_FACT
- GPM_FACT
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- IXN_RESOURCE_STATE_FACT
- LDR_FACT
- MEDIATION_SEGMENT_FACT
- SDR_ACTIVITIES_FACT
- SDR_BOTS_FACT
- SDR_CUST_ATTRIBUTES_FACT
- SDR_EXT_REQUEST_FACT
- SDR_SESSION_FACT
- SDR_SURVEY_FACT
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT

The Info Mart schema also includes the following Fact tables, which are not described in this document. Instead, as described in [Dimension Views](#), this document provides detailed information about the parallel views:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

Fact Extension Tables

Special tables referred to as fact extension tables complement the [INTERACTION_RESOURCE_FACT \(IRF\)](#) and, depending on configuration, [MEDIATION_SEGMENT_FACT \(MSF\)](#) tables. The following are Info Mart fact extension tables:

- [IRF_USER_DATA_CUST_*](#)
- [IRF_USER_DATA_GEN_1](#)
- [IRF_USER_DATA_KEYS](#)

Dimension Tables

The following are Info Mart dimension tables, which are described in this document:

- [AGENT_LOCATION](#)
- [ANCHOR_FLAGS](#)
- [ATTEMPT_DISPOSITION](#)
- [BGS_BOT_DIM](#)
- [BGS_BOT_NAME_DIM](#)
- [BGS_SESSION_DIM](#)
- [BOT_ATTRIBUTES](#)
- [BOT_INTENT](#)
- [CALLBACK_DIAL_RESULTS](#)
- [CALLBACK_DIM_1](#)
- [CALLBACK_DIM_2](#)
- [CALLBACK_DIM_3](#)
- [CALLBACK_DIM_4](#)
- [CALL_RESULT](#)
- [CAMPAIGN_GROUP_STATE](#)
- [CDR_DIM1](#)
- [CHAT_SESSION_DIM](#)
- [COBROWSE_END_REASON](#)
- [COBROWSE_MODE](#)
- [COBROWSE_PAGE](#)
- [COBROWSE_USER_AGENT](#)
- [CONTACT_INFO_TYPE](#)
- [DATE_TIME](#)
- [DIALING_MODE](#)
- [GPM_DIM1](#)
- [GPM_MODEL](#)
- [GPM_PREDICTOR](#)
- [GPM_RESULT](#)
- [GROUP_ANNEX](#)
- [INTERACTION_DESCRIPTOR](#)

- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_KEYS
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIA_ORIGIN
- MEDIA_TYPE
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATTRIBUTES
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_I1
- SDR_SURVEY_I2
- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_USER_INPUT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_1
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

Some tables, such as **TECHNICAL_DESCRIPTOR**, are populated with data upon Info Mart initialization.

Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data. Still other tables, such as **MEDIA_TYPE**, after being populated upon Info Mart initialization, can be further extended at runtime.

Dimension Views

Genesys Info Mart database schema includes a number of dimension views that are provided on top of certain dimension tables. Dimension views can be used for reporting similarly to dimension tables. Moreover, where both a table and a view are available in the schema, dimension views are recommended to be queried for reporting purposes. For this reason, this document does not provide detailed descriptions of the following tables:

- **CALLING_LIST_TO_CAMP_FACT_**
- **GROUP_TO_CAMPAIGN_FACT_**
- **PLACE_GROUP_FACT_**
- **RESOURCE_GROUP_FACT_**
- **RESOURCE_SKILL_FACT_**

See [Genesys Info Mart Views](#) for descriptions of dimension views, including those that correspond to the above tables.

Time Dimension Tables

The **DATE_TIME** table is the default time dimension table that is created in the Info Mart database during schema initialization. During initialization, Genesys Info Mart populates this table with calendar data for a configurable number of days in the future; new rows are added to the table at a configured frequency, as part of regular maintenance.

Custom time dimension tables can be added to the Info Mart schema at any point to support the need for multiple calendars. When tables are created, Genesys Info Mart populates these tables with calendar data for a configurable number of days in the future; it further maintains these tables, similarly to the **DATE_TIME** table maintenance.

Info Mart Service and Control Tables

The following control tables can be referenced to trace processing of Genesys Info Mart data while testing new reports or to troubleshoot behavior of ETL jobs:

- **CTL_AUDIT_LOG**
- **CTL_ETL_HISTORY**
- **CTL_EXTRACT_HISTORY**
- **CTL_TRANSFORM_HISTORY**

Important

Genesys recommends that you query operational data through views rather than from the control tables directly.

The following control tables are configured and used for user data processing:

- [CTL_UD_TO_UDE_MAPPING](#)
- [CTL_UDE_KEYS_TO_DIM_MAPPING](#)

Starting with release 8.5.010, the [CTL_GDPR_HISTORY](#) table provides details about personally identifiable information (PII) that is associated with General Data Protection Regulation (GDPR) "export" or "forget" requests and that was stored in Info Mart fact tables at the time the request was processed. In addition to making the PII data available for customers to retrieve in response to "export" requests, the table provides a detailed audit trail of all the fields that were interrogated to satisfy the GDPR requests. In this way, the table serves as an execution report on "export" and "forget" processing.

The following Info Mart table can be referenced to check what purging activities have been completed:

- [CTL_PURGE_HISTORY](#)

The following Info Mart table is for reference only:

- [CTL_SCHEMA_INFO](#)

The following control tables are listed for completeness of the schema description. They serve purely internal purposes and should not be used for either reporting or administrative needs:

- [CTL_AUDIT_LOG_KEY](#)
- [CTL_DS](#)
- [CTL_EXTRACT_HWM](#)
- [CTL_EXTRACT_METRICS](#)
- [CTL_PROCESSING_STATUS](#)
- [CTL_SCHEDULED_JOBS](#)
- [CTL_TIME_ZONE_OFFSET](#)
- [CTL_TRANSFORM_HWM](#)
- [CTL_TRANSFORM_TODO](#)
- [CTL_WORKFLOW_STATUS](#)

See also [Info Mart Service and Staging Tables and Administrative Views](#).

GIDB Tables

The Global Interaction Database (GIDB) section of the Info Mart database comprises the following tables:

- [GIDB_G_AGENT_STATE_HISTORY_MM](#)
- [GIDB_G_AGENT_STATE_HISTORY_V](#)

- GIDB_G_AGENT_STATE_RC_MM
- GIDB_G_AGENT_STATE_RC_V
- GIDB_G_CALL_HISTORY_MM
- GIDB_G_CALL_HISTORY_V
- GIDB_G_CALL_MM
- GIDB_G_CALL_STAT_V
- GIDB_G_CALL_V
- GIDB_G_CUSTOM_DATA_S_MM
- GIDB_G_CUSTOM_DATA_S_V
- GIDB_G_DND_HISTORY_MM
- GIDB_G_DND_HISTORY_V
- GIDB_G_IR_HISTORY_MM
- GIDB_G_IR_HISTORY_V
- GIDB_G_IR_MM
- GIDB_G_IR_V
- GIDB_G_IS_LINK_HISTORY_V
- GIDB_G_IS_LINK_V
- GIDB_G_LOGIN_SESSION_MM
- GIDB_G_LOGIN_SESSION_V
- GIDB_G_PARTY_HISTORY_MM
- GIDB_G_PARTY_HISTORY_V
- GIDB_G_PARTY_MM
- GIDB_G_PARTY_V
- GIDB_G_ROUTE_RES_VQ_HIST_MM
- GIDB_G_ROUTE_RES_VQ_HIST_V
- GIDB_G_ROUTE_RESULT_MM
- GIDB_G_ROUTE_RESULT_V
- GIDB_G_SECURE_UD_HISTORY_MM
- GIDB_G_SECURE_UD_HISTORY_V
- GIDB_G_USERDATA_HISTORY_MM
- GIDB_G_USERDATA_HISTORY_V
- GIDB_G_VIRTUAL_QUEUE_MM
- GIDB_G_VIRTUAL_QUEUE_V
- GIDB_GC_ACTION_CODE
- GIDB_GC_AGENT
- GIDB_GC_ANNEX
- GIDB_GC_APPLICATION
- GIDB_GC_ATTR_VALUE
- GIDB_GC_BUS_ATTRIBUTE
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAGN
- GIDB_GC_ENDPOINT
- GIDB_GC_FIELD
- GIDB_GC_FILTER
- GIDB_GC_FOLDER
- GIDB_GC_FORMAT
- GIDB_GC_GROUP
- GIDB_GC_IVR
- GIDB_GC_IVRPORT
- GIDB_GC_LOGIN
- GIDB_GC_OBJ_TABLE
- GIDB_GC_PLACE
- GIDB_GC_SCRIPT
- GIDB_GC_SKILL
- GIDB_GC_SWITCH
- GIDB_GC_TABLE_ACCESS
- GIDB_GC_TENANT
- GIDB_GC_TIME_ZONE
- GIDB_GC_TREATMENT
- GIDB_GC_VOICE_PROMPT
- GIDB_GCX_AGENT_PLACE
- GIDB_GCX_CAMPGROUP_INFO
- GIDB_GCX_CAMPLIST_INFO
- GIDB_GCX_ENDPOINT_PLACE
- GIDB_GCX_FORMAT_FIELD
- GIDB_GCX_GROUP_AGENT
- GIDB_GCX_GROUP_ENDPOINT
- GIDB_GCX_GROUP_PLACE
- GIDB_GCX_GROUP_ROUTEDN
- GIDB_GCX_LIST_TREATMENT

- GIDB_GCX_LOGIN_INFO
- GIDB_GCX_SKILL_LEVEL
- GIDB_GCX_SUBCODE
- GIDB_GM_F_USERDATA
- GIDB_GM_L_USERDATA
- GIDB_GO_CAMPAIGN
- GIDB_GO_CAMPAIGNHISTORY
- GIDB_GO_CHAIN
- GIDB_GO_CHAINREC_HIST
- GIDB_GO_FIELDHIST
- GIDB_GO_METRICS
- GIDB_GO_SEC_FIELDHIST
- GIDB_GOX_CHAIN_CALL
- GIDB_GX_SESSION_ENDPOINT_MM
- GIDB_GX_SESSION_ENDPOINT_V

GIDB tables are populated as a result of data extraction from all IDBs that are deployed to feed data into Genesys Info Mart. Each row corresponds to a record that is extracted from a given IDB. The data that is related to interaction processing is extracted to media-dependent tables whose names are appended with *_MM* (for multimedia interactions) or *_V* (for voice interactions). The data for complete and active agent reason codes is extracted from *G_AGENT_STATE_RC* and *G_AGENT_STATE_RC_A* IDB tables, respectively, and written into the same *GIDB_G_AGENT_STATE_RC_** table; any duplicated records are merged as the GIDB data is transformed for the dimensional model.

In addition to extracting all the fields from a certain IDB table, Genesys Info Mart populates values for the following columns that are specific to the Info Mart database:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY (provided for those tables that can be updated)

Genesys Info Mart does not extract data from the IDB system fields that have no meaning for contact center reports. Otherwise, the meaning of the data in each row is the same as in the corresponding IDB record. For example, the *GIDB_GC_PLACE* table in the Info Mart database corresponds to the *GC_PLACE* table in IDB. Refer to the *Interaction Concentrator Physical Data Model* for your particular RDBMS for information about the data that is stored in corresponding GIDB tables.

Merge Tables

The merge tables of the Info Mart database are the following:

- G_CALL
- G_IR
- G_IS_LINK
- GSYS_DNPREMOTELOCATION

If data is being extracted from multiple IDBs, and if merging of call data is required (for example, for multi-site calls), Merge tables temporarily store data for these calls.

This document provides no descriptions for merge tables because they are used for internal processing and contain no final reporting data.

Temporary Tables

The Info Mart schema contains a large number of temporary (TMP_*) tables. These tables are used by the ETL jobs during data processing.

This document provides no listing or descriptions of TMP_* tables because they are used for internal processing and contain no final reporting data.

Staging Tables

The Info Mart schema contains a number of staging (STG_*) tables. Unlike in release 7.x, staging tables no longer make up a separate database, but instead are created as part of the Info Mart database. A majority of these tables are used by the ETL jobs to store temporary data between execution cycles.

The following two staging tables store errors that are written during ETL job execution (the transformation job, in particular) and are helpful in troubleshooting the source data that causes these errors:

- **STG_IDB_FK_VIOLATION**
- **STG_TRANSFORM_DISCARDS**

The following staging tables store temporary data about active multimedia interactions and facilitate purging, from fact tables, of multimedia data that is related to ongoing interactions that meet configured criteria:

- STG_ACTIVE_IF
- STG_ACTIVE_IRF
- STG_ACTIVE_IRF_REPLIES
- STG_ACTIVE_MSIF

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG_ACTIVE_THREAD
- STG_THREAD_AGENT
- STG_THREAD_AGENTRPY

Aside from the **STG_IDB_FK_VIOLATION** and **STG_TRANSFORM_DISCARDS** tables, this document provides no listing or descriptions of the STG_* tables, because they are used for internal processing and contain neither final reporting data nor troubleshooting data.

List of Dimensional Model Tables

The following fact and dimension tables are described in this document. The descriptions provide information about many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

| Table | Description |
|--------------------------|--|
| AGENT_LOCATION | Records geographical locations of agents for both voice and multimedia login sessions. |
| ANCHOR_FLAGS | Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction. |
| ATTEMPT_DISPOSITION | Indicates what event caused termination of a contact attempt. |
| BGS_BOT_DIM | Allows BGS session facts to be described based on the function of the bot. |
| BGS_BOT_NAME_DIM | Allows BGS session facts to be described based on the name of the bot. |
| BGS_SESSION_DIM | Allows BGS session facts to be described based on characteristics of the session. |
| BGS_SESSION_FACT | Represents bot activity in a chat session. |
| BOT_ATTRIBUTES | Allows SDR bot session facts to be described based on the attributes of the bot. |
| BOT_INTENT | Allows SDR bot session facts to be described based on the attributes of the intent detected by the bot. |
| CALLBACK_DIAL_RESULTS | Allows callback facts to be described based on the results of the dialing attempts. |
| CALLBACK_DIM_1 | Allows callback facts to be described based on characteristics of the callback offer and attempts. |
| CALLBACK_DIM_2 | Allows callback facts to be described based on attributes of the callback attempt. |
| CALLBACK_DIM_3 | Allows callback facts to be described based on attributes that characterize the state of the callback. |
| CALLBACK_DIM_4 | Allows callback facts to be described based on attributes that characterize the callback dialing attempt. |
| CALLBACK_FACT | Represents a callback-related event. |
| CALLING_LIST_METRIC_FACT | Represents a snapshot of outbound campaign calling list metrics. |
| CALL_RESULT | Enables facts to be described based on attributes of an outbound campaign call result. |

| Table | Description |
|-----------------------------|---|
| CAMPAIGN_GROUP_SESSION_FACT | Represents the loading and unloading of an outbound campaign group session. |
| CAMPAIGN_GROUP_STATE | Allows facts to be described based on attributes of an outbound campaign group status. |
| CAMPAIGN_GROUP_STATE_FACT | Represents the states of a campaign group session. |
| CDR_DIM1 | Reserved for future use. |
| CDR_FACT | Reserved for future use. |
| CHAT_SESSION_DIM | Allows chat session facts to be described based on characteristics of the session. |
| CHAT_SESSION_FACT | Represents chat session activity in a multimedia interaction. |
| CHAT_THREAD_FACT | Represents chat session activity in a given thread. |
| COBROWSE_END_REASON | Allows Co-browse facts to be described based on reasons for Co-browse sessions to finish. |
| COBROWSE_FACT | Allows to describe a web page visit shared by an agent and a customer during a Co-browse session. |
| COBROWSE_MODE | Allows Co-browse facts to be described based on the modes that are used in a Co-browse session. |
| COBROWSE_PAGE | Allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions. |
| COBROWSE_USER_AGENT | Allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session. |
| CONTACT_ATTEMPT_FACT | Represents a processing attempt for an outbound campaign contact. |
| CONTACT_INFO_TYPE | Allows facts to be described based on attributes of an outbound campaign contact information type. |
| DATE_TIME | Allows facts to be described by attributes of a calendar date and 15-minute interval. |
| DIALING_MODE | Allows facts to be described based on attributes of an outbound campaign dialing mode. |
| GPM_DIM1 | Allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt. |
| GPM_FACT | Represents Predictive Routing events. |
| GPM_MODEL | Allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets. |
| GPM_PREDICTOR | Allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring. |
| GPM_RESULT | Allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result. |

| Table | Description |
|----------------------------|---|
| GROUP_ANNEX | Stores additional configuration data to support Genesys Interactive Insights capability to control visibility of certain data and reports. |
| INTERACTION_DESCRIPTOR | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| INTERACTION_FACT | Represents interactions from the perspective of a customer experience. |
| INTERACTION_RESOURCE_FACT | 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. |
| INTERACTION_RESOURCE_STATE | Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions. |
| INTERACTION_TYPE | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal. |
| IRF_USER_DATA_CUST_1 | Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema. |
| IRF_USER_DATA_GEN_1 | Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions. |
| IRF_USER_DATA_KEYS | Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes. |
| IXN_RESOURCE_STATE_FACT | Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states. |
| LDR_CAMPAIN | Allows CX Contact record facts to be described based on characteristics of the outbound campaign. |
| LDR_DEVICE | Allows CX Contact record facts to be described based on device characteristics of the contact list records. |
| LDR_FACT | Describes contact list records that CX Contact reported as unattempted. |
| LDR_GROUP | Allows CX Contact record facts to be described based on the name of the agent group or place |

| Table | Description |
|-----------------------------|--|
| | group associated with the outbound campaign. |
| LDR_LIST | Allows CX Contact record facts to be described based on characteristics of contact lists. |
| LDR_POSTAL_CODE | Allows CX Contact record facts to be described based on postal code values of contact list records. |
| LDR_RECORD | Allows CX Contact record facts to be described based on contact information type, record type, record status, and disposition. |
| MEDIATION_SEGMENT_FACT | Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins. |
| MEDIA_ORIGIN | Allows chat session thread facts to be described based on where the session originated. |
| MEDIA_TYPE | Allows facts to be described based on media type, such as Voice. |
| POST_CALL_SURVEY_DIM_1 | Allows interaction resource facts to be described based on the scores assigned by customers. |
| POST_CALL_SURVEY_DIM_2 | Allows interaction resource facts to be described based on post-call survey responses provided by customers. |
| POST_CALL_SURVEY_DIM_3 | Allows interaction resource facts to be described based on responses provided by customers during post-call survey. |
| POST_CALL_SURVEY_DIM_4 | Allows interaction resource facts to be described based on post-call survey responses provided by customers. |
| POST_CALL_SURVEY_DIM_5 | Allows interaction resource facts to be described based on post-call survey responses provided by customers. |
| POST_CALL_SURVEY_DIM_6 | Allows interaction resource facts to be described based on the post-call survey completion and customer recommendation score. |
| RECORD_FIELD_GROUP_1 | Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values. |
| RECORD_FIELD_GROUP_2 | Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values. |
| RECORD_STATUS | Allows facts to be described based on attributes of an outbound campaign record status. |
| RECORD_TYPE | Allows facts to be described based on attributes of an outbound campaign record type. |
| REQUESTED_SKILL | Allows facts to be described based on a combination of requested skills and minimum skill proficiencies. |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field that represents the full combination of requested |

| Table | Description |
|----------------------------|--|
| | skills and proficiencies. |
| RESOURCE_ | Allows facts to be described based on the attributes of contact center resources. |
| RESOURCE_ANNEX | Stores additional configuration data for configuration objects of type Person. |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups. |
| RESOURCE_STATE | Allows facts to be described by the states of the contact center resources. |
| RESOURCE_STATE_REASON | Allows facts to be described by the state reason of the associated agent resource. |
| ROUTING_TARGET | Allows facts to be described by routing targets that are selected by the router. |
| SDR_ACTIVITIES_FACT | Records activities that the user encountered while the call was being processed by the Application. |
| SDR_ACTIVITY | Allows SDR facts to be described based on the activities in the application session. |
| SDR_APPLICATION | Allows SDR facts to be described based on the attributes of the Designer application. |
| SDR_BOTS_FACT | Represents bot activity during interaction flows orchestrated by Genesys Designer applications. |
| SDR_CALL_DISPOSITION | Allows SDR facts to be described based on the disposition of the interaction. |
| SDR_CALL_TYPE | Allows SDR facts to be described based on the call type. |
| SDR_CUST_ATRIBUTES | Allows SDR facts to be described based on attributes attached to SDR for reporting purposes. |
| SDR_CUST_ATRIBUTES_FACT | Records attribute values that applications attach to SDR for reporting purposes. |
| SDR_ENTRY_POINT | Allows SDR facts to be described based on the DNIS. |
| SDR_EXIT_POINT | Allows SDR facts to be described based on the exit point of the self-service application. |
| SDR_EXT_HTTP_REST | Allows SDR facts to be described based on the URLs invoked for external HTTP requests. |
| SDR_EXT_REQUEST | Allows SDR facts to be described based on attributes of external service requests. |
| SDR_EXT_REQUEST_FACT | Represents a particular invocation of an external service. |
| SDR_EXT_REQUEST_OUTCOME | Allows SDR facts to be described based on the outcome of external service requests. |
| SDR_EXT_SERVICE_OUTCOME | Allows SDR facts to be described based on the outcome of custom services. |
| SDR_GEO_LOCATION | Allows SDR facts to be described based on the |

| Table | Description |
|----------------------------|---|
| | geographical location of the data center. |
| SDR_INPUT | Allows SDR facts to be described based on the input block. |
| SDR_INPUT_OUTCOME | Allows SDR facts to be described based on the outcome of the caller's voice or DTMF input. |
| SDR_LANGUAGE | Allows SDR facts to be described based on the language in which the call was conducted. |
| SDR_MESSAGE | Allows SDR facts to be described based on the prompt messages that were used. |
| SDR_MILESTONE | Allows SDR facts to be described based on the milestones that the user reached. |
| SDR_SESSION_FACT | Represents caller activity in an SDR application. |
| SDR_SURVEY_ANSWERS | Enables SDR facts to be described based on answers to questions in the post-call survey. |
| SDR_SURVEY_FACT | Represents post-call survey activity in an SDR application. |
| SDR_SURVEY_I1 | Allows SDR facts to be described based on responses to survey questions IQ1-IQ5. |
| SDR_SURVEY_I2 | Allows SDR facts to be described based on responses to survey questions IQ6-IQ10. |
| SDR_SURVEY_QUESTIONS | Enables SDR facts to be described based on questions in the post-call survey. |
| SDR_SURVEY_QUESTIONS_I1 | Allows SDR facts to be described based on custom survey questions IQ1-IQ5. |
| SDR_SURVEY_QUESTIONS_I2 | Allows SDR facts to be described based on custom survey questions IQ6-IQ10. |
| SDR_SURVEY_QUESTIONS_S1 | Allows SDR facts to be described based on custom survey questions SQ1-SQ5. |
| SDR_SURVEY_QUESTIONS_S2 | Allows SDR facts to be described based on custom survey questions SQ6-SQ10. |
| SDR_SURVEY_S1 | Allows SDR facts to be described based on responses to survey questions SQ1-SQ5. |
| SDR_SURVEY_S2 | Allows SDR facts to be described based on responses to survey questions SQ6-SQ10. |
| SDR_SURVEY_SCORES | Allows SDR facts to be described based on the satisfaction level expressed by survey respondents. |
| SDR_SURVEY_STATUS | Allows SDR facts to be described based on survey status. |
| SDR_SURVEY_TRANSCRIPT_FACT | Captures transcriptions of voice messages left during survey. |
| SDR_USER_INPUT | Allows SDR facts to be described based on the type of user input — voice or DTMF. |
| SDR_USER_INPUTS_FACT | Represents user input activity in an SDR session. |
| SDR_USER_MILESTONE_FACT | Identifies the milestones that the user |

| Table | Description |
|-----------------------------|---|
| | encountered. |
| SM_MEDIA_NEUTRAL_STATE_FACT | Represents agent resource states, summarized across all media. |
| SM_RES_SESSION_FACT | Represents agent resource media sessions from login to logout, summarized to the media type. |
| SM_RES_STATE_FACT | Represents agent resource states, summarized to the media type. |
| SM_RES_STATE_REASON_FACT | Represents agent resource state reasons, summarized to the media type. |
| STRATEGY | Allows facts to be described by the associated routing strategy or IVR application. |
| TECHNICAL_DESCRIPTOR | Allows facts to be described by the role of the associated contact center resource and the technical result of the association. |
| TIME_ZONE | Allows facts to be described based on attributes of a time zone. |
| USER_DATA_CUST_DIM_1 | Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema. |
| USER_DATA_GEN_DIM_1 | Reserved for internal use. |
| USER_DATA_GEN_DIM_2 | Reserved for internal use. |
| WORKBIN | Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof. |