GENESYS

Genesys Info Mart Physical Data Model for an Oracle Database

Genesys Info Mart Views

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Genesys Info Mart Views

Genesys Info Mart provides the following predefined views for reporting purposes:

View	Description
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_TO_CAMP_FACT	Describes the association of a calling list to an outbound campaign.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
GROUP_	Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups.
GROUP_TO_CAMPAIGN_FACT	Describes the association of an agent or place group to an outbound campaign.
PLACE	Allows facts to be described by the attributes of a place.
PLACE_GROUP_FACT	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT	Describes an agent's skills and proficiency levels.
SKILL	Allows facts to be described by the attributes of a skill.
TENANT	Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data.

In addition to the predefined views described in this document, tenant-specific views can be added to the Genesys Info Mart database schema. For more information, see Genesys Info Mart Tenant Views.