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# Genesys Info Mart Physical Data Model for an Oracle Database

Facts Subject Area

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# Facts Subject Area

In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.



Facts Subject Area View Large

## Subject Area Dimensional Model Tables

| Table/View                         | Description                                                                                                                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CALLBACK_FACT</b>               | Represents a callback-related event.                                                                                                                                                                                                     |
| <b>CALLING_LIST_METRIC_FACT</b>    | Represents a snapshot of outbound campaign calling list metrics.                                                                                                                                                                         |
| <b>CAMPAIGN_GROUP_SESSION_FACT</b> | Represents the loading and unloading of an outbound campaign group session.                                                                                                                                                              |
| <b>CAMPAIGN_GROUP_STATE_FACT</b>   | Represents the states of a campaign group session.                                                                                                                                                                                       |
| <b>CONTACT_ATTEMPT_FACT</b>        | Represents a processing attempt for an outbound campaign contact.                                                                                                                                                                        |
| <b>INTERACTION_FACT</b>            | Represents interactions from the perspective of a customer experience.                                                                                                                                                                   |
| <b>INTERACTION_RESOURCE_FACT</b>   | 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. |
| <b>IXN_RESOURCE_STATE_FACT</b>     | Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.                                                |
| <b>MEDIATION_SEGMENT_FACT</b>      | Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and                                                                                                                                       |

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| Table/View                     | Description                                                                                  |
|--------------------------------|----------------------------------------------------------------------------------------------|
|                                | interaction workbins.                                                                        |
| 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.                       |
| CALLING_LIST_TO_CAMP_FACT view | Describes the association of a calling list to an outbound campaign.                         |
| GROUP_TO_CAMPAIGN_FACT view    | Describes the association of an agent or place group to an outbound campaign.                |
| PLACE_GROUP_FACT view          | Describes the membership of places in place groups.                                          |
| RESOURCE_GROUP_FACT view       | Describes the membership of resources in resource groups.                                    |
| RESOURCE_SKILL_FACT view       | Describes an agent's skills and proficiency levels.                                          |