



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

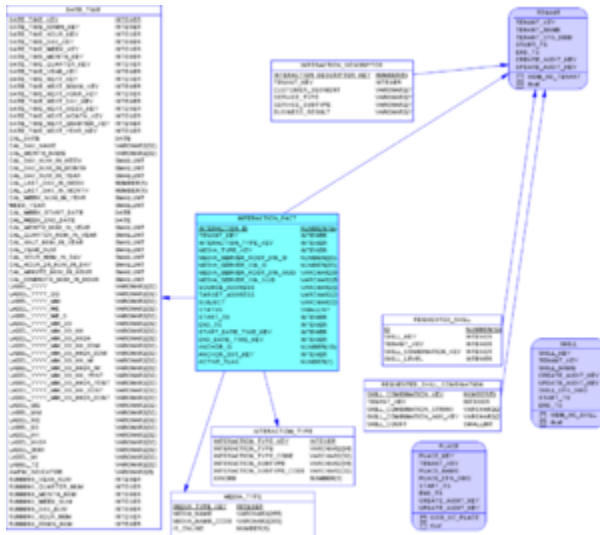
Genesys Info Mart Physical Data Model for an Oracle Database

Interaction Subject Area

5/7/2025

Interaction Subject Area

This subject area represents interactions from the perspective of a customer experience.



Interaction Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
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_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
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 skills and proficiencies.