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# Genesys Info Mart Physical Data Model for an Oracle Database

Table CALLBACK\_FACT

# Table CALLBACK\_FACT

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.  
**Modified:** 8.5.015.19 (PRODUCER\_BATCH\_ID added); 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for various ID columns modified in multi-language databases, as identified in the column descriptions); 8.5.009.20 (21 new columns added, as identified in the column descriptions); 8.5.008 (data type of DS\_AUDIT\_KEY increased); 8.5.003 (PUSH\_DELIVERY\_CONFIRMED\_TS and CUSTOMER\_READY\_TO\_START\_IXN\_TS added; DESIRED\_TIME renamed to DESIRED\_TIME\_TS, which has been made mandatory)

In partitioned databases, this table is partitioned.

Each row in this table describes a callback-related event, such as a callback offer, callback cancellation, or successful callback. The facts are based on data passed from Callback applications. Rows are inserted at receipt of a callback-related event and are not updated. The SERVICE\_ID links the CALLBACK\_FACT record with the related IRF record. There are no associated MSF records.

### Important

Whether or not rows are created for all callbacks that are offered depends on whether Genesys Info Mart receives the required KVP(s) from Genesys Mobile Services (GMS). Depending on your setup, the CALLBACK\_FACT table might contain records for accepted callbacks only; in this case, certain columns might be empty or might contain default values that need to be interpreted in this context. For more information about the circumstances in which required KVPs will be sent, see [Set Up Historical Reporting](#) in the *Callback Solution Guide*.

### 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 |
|----------------------|-----------------------|---|---|---|----|
| ADDED_TS             | NUMBER(10)            | X | X |   |    |
| DS_AUDIT_KEY         | NUMBER(19)            | X | X | X |    |
| EVENT_SEQUENCE       | NUMBER(10)            | X | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(19)            |   | X | X |    |
| TENANT_KEY           | NUMBER(10)            |   | X | X | -1 |
| SERVICE_ID           | VARCHAR2(255<br>CHAR) |   | X |   |    |
| FINAL_RECORD         | NUMBER(10)            |   | X |   | 0  |
| EWT_READY_TO_START   | NUMBER(10)            |   | X |   | 0  |
| EWT_WHEN_OFFERED     | NUMBER(10)            |   | X |   | 0  |
| POS_READY_TO_START   | NUMBER(10)            |   | X |   | 0  |
| POS_WHEN_OFFERED     | NUMBER(10)            |   | X |   | 0  |
| CALLBACK_OFFERED     | NUMBER(10)            |   | X |   |    |
| WAIT_AGENT_OFFERED   | NUMBER(10)            |   | X |   | 0  |
| ESTABLISH_MEDIUM     | NUMBER(10)            |   | X |   | 0  |
| CONN_WAITING_AGENT   | NUMBER(10)            |   | X |   | 0  |
| CALLBACK_ACCEPTED    | NUMBER(10)            |   | X |   | 0  |
| CALLBACK_OFFERED     | NUMBER(10)            |   | X |   |    |
| READY_START_MEDIUM   | NUMBER(10)            |   | X |   | 0  |
| CUSTOMER_CONNECTED   | NUMBER(10)            |   | X |   | 0  |
| AGENT_ADDED_TO_QUEUE | NUMBER(10)            |   | X |   | 0  |
| XFER_TO_AGENT_QUEUE  | NUMBER(10)            |   | X |   | 0  |
| ABANDONED_WAITING    | NUMBER(10)            |   | X |   | 0  |
| TIMEOUT_WAITING      | NUMBER(10)            |   | X |   | 0  |
| IXN_REQ_AGENT        | NUMBER(10)            |   | X |   | 0  |
| CALLBACK_OFFERED     | NUMBER(10)            |   | X |   |    |
| CALLBACK_ACCEPTED    | NUMBER(10)            |   | X |   | 0  |

Table CALLBACK\_FACT

| Column                                                                                    | Data Type          | P | M | F | DV |
|-------------------------------------------------------------------------------------------|--------------------|---|---|---|----|
| CALLBACK_ATTEMPTS                                                                         | NUMBER(10)         |   | X |   | 0  |
| SERVICE_START_TS                                                                          | NUMBER(10)         |   | X |   |    |
| START_DATE_TIME                                                                           | NUMBER(10)         | X | X | X |    |
| CALLBACK_OFFER_REASON                                                                     | NUMBER(10)         |   | X |   | 0  |
| LAST_CALLBACK_NUMBER                                                                      | NUMBER(10)         |   | X |   | 0  |
| LAST_CALLBACK_NUMBER_MF                                                                   | NUMBER(10)         |   | X |   | 0  |
| CUSTOMER_PHONE_NUMBER                                                                     | VARCHAR2(255 CHAR) |   |   |   |    |
| DESIRED_TIME<br>*Discontinued<br>in release<br>8.5.003<br>(renamed to<br>DESIRED_TIME_TS) | NUMBER(10)         |   |   |   |    |
| DESIRED_TIME_TS                                                                           | NUMBER(10)         |   | X |   | 0  |
| PUSH_DELIVERY_COUNT                                                                       | NUMBER(10)         |   | X |   | 0  |
| CUSTOMER_READY_I_XN_TS                                                                    | NUMBER(10)         |   | X |   | 0  |
| CALLBACK_DIM_1_NUM                                                                        | NUMBER(10)         |   | X | X | -2 |
| CALLBACK_DIM_2_NUM                                                                        | NUMBER(10)         |   | X | X | -2 |
| CALLBACK_DIM_3_NUM                                                                        | NUMBER(10)         |   | X | X | -2 |
| RESOURCE_KEY                                                                              | NUMBER(10)         |   | X | X | -2 |
| DIAL_1_TS                                                                                 | NUMBER(10)         |   |   |   |    |
| DIAL_2_TS                                                                                 | NUMBER(10)         |   |   |   |    |
| DIAL_3_TS                                                                                 | NUMBER(10)         |   |   |   |    |
| DIAL_4_TS                                                                                 | NUMBER(10)         |   |   |   |    |
| DIAL_5_TS                                                                                 | NUMBER(10)         |   |   |   |    |
| EWT_WHEN_REJECTED                                                                         | NUMBER(10)         |   |   |   |    |
| CUSTOMER_ANI                                                                              | VARCHAR2(20 CHAR)  |   |   |   |    |
| SERVICE_END_TS                                                                            | NUMBER(10)         |   |   |   |    |
| WAITED_BEFORE_NUM                                                                         | NUMBER(10)         |   |   |   |    |
| EWT_WHEN_LAST_NUM                                                                         | NUMBER(10)         |   |   |   |    |
| POS_WHEN_LAST_NUM                                                                         | NUMBER(10)         |   |   |   |    |
| PRIORITY_WHEN_NUM                                                                         | NUMBER(10)         |   |   |   |    |
| PRIORITY_WHEN_COUNT                                                                       | NUMBER(10)         |   |   |   |    |
| PRIORITY_WHEN_A_NUM                                                                       | NUMBER(10)         |   |   |   |    |
| EWT_THRESHOLD                                                                             | NUMBER(10)         |   |   |   |    |
| ORIGINATION_I_XN_ID                                                                       | VARCHAR2(64 CHAR)  |   |   |   |    |
| FIRST_OUT_I_XN_ID                                                                         | VARCHAR2(64 CHAR)  |   |   |   |    |

Table CALLBACK\_FACT

| Column           | Data Type            | P | M | F | DV |
|------------------|----------------------|---|---|---|----|
|                  | CHAR)                |   |   |   |    |
| LAST_OUT_I_XN_ID | VARCHAR2(64<br>CHAR) |   |   |   |    |
| ORS_SESSION_ID   | VARCHAR2(64<br>CHAR) |   |   |   |    |
| CALLBACK_DIAL_R  | NUMBER(10)           |   |   | X |    |
| CALLBACK_DIM_4_N | NUMBER(10)           |   |   | X |    |
| UPDATE_AUDIT_KEY | NUMBER(19)           |   |   | X |    |
| PRODUCER_BATCH_N | NUMBER(19)           |   |   |   |    |

## ADDED\_TS

The UTC-equivalent value of the date and time at which the event with callback data is received.

## DS\_AUDIT\_KEY

**Modified:** 8.5.008 (data type increased from 10 to 19 digits)

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The value of this field equals the audit key of the GIDB table from which the callback-related data is taken.

## EVENT\_SEQUENCE

The number of this event relative to other events associated with the same callback service.

## 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.

## TENANT\_KEY

**Based on KVP:** \_CB\_TENANT\_DBID

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding IRF record. Use this value to restrict data access.

## SERVICE\_ID

**Based on KVP:** \_CB\_SERVICE\_ID

The ID of the callback service request. Depending on the scenario, the value equals the ID of the GMS service instance or ID of the ORS session.

The value allows you to associate interaction details with the callback details by using the following references:

```
CALLBACK_FACT.SERVICE_ID = IRF_USER_DATA_GEN_1.SERVICE_ID  
AND CALLBACK_FACT.START_DATE_TIME_KEY = IRF_USER_DATA_GEN_1.START_DATE_TIME_KEY
```

From IRF\_USER\_DATA\_GEN\_1, you can then link in the usual way to IRF records.

## FINAL\_RECORD

**Based on KVP:** \_CB\_FINAL\_RECORD

Indicates whether this is a final record about this callback service: 0 = No, 1 = Yes.

## EWT\_READY\_TO\_START\_I\_XN

**Based on KVP:** \_CB\_EWT\_WHEN\_READY\_TO\_START\_MEDIA\_I\_XN

The value of Expected Wait Time (EWT), in seconds, for the service request at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

## EWT\_WHEN\_OFFERED

**Based on KVP:** \_CB\_EWT\_WHEN\_CALLBACK\_WAS\_OFFERED

The value of EWT, in seconds, at the time the callback was offered.

## POS\_READY\_TO\_START\_I\_XN

**Based on KVP:** \_CB\_POS\_WHEN\_READY\_TO\_START\_MEDIA\_I\_XN

The customer position in the queue at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

## POS\_WHEN\_OFFERED

**Based on KVP:** \_CB\_POS\_WHEN\_CALLBACK\_WAS\_OFFERED

The customer position in the queue at the time callback was offered.

### **CALLBACK\_OFFER\_TIME**

**Based on KVP:** \_CB\_D\_CALLBACK\_OFFER

The duration of the callback offer, in seconds.

### **WAIT\_AGENT\_OFFLINE\_TIME**

**Based on KVP:** \_CB\_D\_WAITING\_FOR\_AGENT\_OFFLINE

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

### **ESTABLISH\_MEDIA\_I\_XN\_TIME**

**Based on KVP:** \_CB\_D\_ESTABLISH\_MEDIA\_I\_XN

The amount of time, in seconds, it took to establish the callback interaction, such as an outbound call.

### **CONN\_WAITING\_AGENT\_TIME**

**Based on KVP:** \_CB\_D\_CUSTOMER\_CONNECTED\_WAITING\_FOR\_AGENT

The amount of time, in seconds, the customer was waiting to be connected to the agent after the callback interaction was established.

### **CALLBACK\_ACCEPTED\_TS**

**Based on KVP:** \_CB\_T\_CALLBACK\_ACCEPTED

The UTC timestamp at the time the callback offer was accepted.

### **CALLBACK\_OFFERED\_TS**

**Based on KVP:** \_CB\_T\_CALLBACK\_OFFERED

The UTC timestamp at the time the callback was offered.

## READY\_START\_MEDIA\_IXN\_TS

**Based on KVP:** \_CB\_T\_READY\_TO\_START\_MEDIA\_IXN

The UTC timestamp at the time the contact center was ready to start the callback interaction. The value matches the time of either an outbound dialing attempt or a push notification prompting the customer to start a call or chat session.

## CUSTOMER\_CONNECTED\_TS

**Based on KVP:** \_CB\_T\_CUSTOMER\_CONNECTED

The UTC timestamp at the time the customer was reconnected to the contact center and started waiting for an agent to be connected.

## AGENT\_ADDED\_TO\_IXN

**Based on KVP:** \_CB\_N\_AGENT\_ADDED\_TO\_IXN

Indicates whether the agent was successfully added to the callback interaction: 0 = No, 1 = Yes.

## XFER\_TO\_AGENT\_FAILED

**Based on KVP:** \_CB\_N\_TRANSFER\_TO\_AGENT\_FAILED

Number of times the callback interaction failed to transfer to the agent.

## ABANDONED\_WAITING

**Based on KVP:** \_CB\_N\_CUSTOMER\_ABANDONED\_WHILE\_WAITING\_FOR\_AGENT

Indicates whether the customer abandoned the callback interaction while waiting to be connected to an agent: 0 = No, 1 = Yes.

## TIMEOUT\_WAITING

**Based on KVP:** \_CB\_N\_TIMEOUT\_WHILE\_WAITING\_FOR\_AGENT

Indicates whether the customer was disconnected because the timeout for waiting for an agent was reached: 0 = No, 1 = Yes.

## IXN\_REQ\_AGENT

**Based on KVP:** \_CB\_N\_IXN\_REQ\_AGENT

For internal use.

## CALLBACK\_OFFERED

**Based on KVP:** \_CB\_N\_CALLBACK\_OFFERED

Indicates whether callback was offered, at least once, during the session: 0 = No, 1 = Yes.

## CALLBACK\_ACCEPTED

**Based on KVP:** \_CB\_N\_CALLBACK\_ACCEPTED

Indicates whether a callback offer was accepted: 0 = No, 1 = Yes.

## CALLBACK\_ATTEMPTS

**Based on KVP:** \_CB\_N\_CALLBACK\_MEDIA\_ATTEMPTS

The total number of callback attempts or notifications, both successful and unsuccessful.

## SERVICE\_START\_TS

**Based on KVP:** \_CB\_T\_SERVICE\_START

The UTC timestamp at the time the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

## START\_DATE\_TIME\_KEY

**Based on KVP:** \_CB\_T\_SERVICE\_START

This is the DATE\_TIME\_KEY equivalent of the SERVICE\_START\_TS value.

## CALLBACK\_OFFERS\_PER\_SESSION

**Based on KVP:** \_CB\_N\_CALLBACK\_OFFERS\_PER\_SESSION

The number of times a callback was offered to the customer during the current interaction.

## LAST\_CALLBACK\_OFFERED\_TS

**Modified:** 8.5.008 (default value added)

**Based on KVP:** \_CB\_T\_LAST\_CALLBACK\_OFFERED

The UTC timestamp of the final callback offer during the current interaction.

## LAST\_CALLBACK\_OFFER\_TIME

**Based on KVP:** \_CB\_D\_LAST\_CALLBACK\_OFFER

The duration, in seconds, of the final callback offer.

## CUSTOMER\_PHONE\_NUMBER

**Based on KVP:** \_CB\_CUSTOMER\_PHONE\_NUMBER

The customer phone number that was used for the callback interaction, if available.

## DESIRED\_TIME

**Discontinued:** Release 8.5.003 (renamed to DESIRED\_TIME\_TS)

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK\_ACCEPTED\_TS value.

## DESIRED\_TIME\_TS

**Introduced:** Release 8.5.003 (renamed from DESIRED\_TIME)

**Based on KVP:** \_CB\_T\_DESIRED\_TIME

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK\_ACCEPTED\_TS value.

## PUSH\_DELIVERY\_CONFIRMED\_TS

**Introduced:** Release 8.5.003

**Based on KVP:** \_CB\_T\_PUSH\_DELIVERY\_CONFIRMED

The UTC timestamp at the time the application confirmed receipt of push notification. This field is populated for Inbound Callback scenarios.

## CUSTOMER\_READY\_TO\_START\_I\_XN\_TS

**Introduced:** Release 8.5.003

**Based on KVP:** \_CB\_T\_CUSTOMER\_READY\_TO\_START\_MEDIA\_I\_XN

The UTC timestamp at the time the customer is ready to start the callback interaction. This field is populated for Inbound Callback scenarios. Typically, the value is set to the time when the application sends a request for an access number to dial and an access code to match the call. In cases when no special confirmation is sent about push delivery, this value is the same as \_CB\_T\_PUSH\_DELIVERY\_CONFIRMED.

Note: Genesys recommends to use a separate confirmation for push delivery.

## CALLBACK\_DIM\_1\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_1 dimension to the fact table, by the record ID.

## CALLBACK\_DIM\_2\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_2 dimension to the fact table, by the record ID.

## CALLBACK\_DIM\_3\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_3 dimension to the fact table, by the record ID.

## RESOURCE\_KEY

**Based on KVP:** \_CB\_DIM\_VQ\_DBIDand \_CB\_DIM\_VQ

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables, to identify the virtual queue where the callback request was waiting for execution.

## DIAL\_1\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_1

The UTC timestamp of the first dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_2\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_2

The UTC timestamp of the second dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_3\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_3

The UTC timestamp of the third dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_4\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_4

The UTC timestamp of the fourth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_5\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_5

The UTC timestamp of the fifth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## EWT\_WHEN\_REJECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_OFFER\_EWT\_INBOUND\_VQ

Estimated Wait Time for the queue where rejected callbacks and calls not offered callbacks are being placed. This value is identical to EWT\_WHEN\_OFFERED if the same Virtual Queue is used to place accepted callbacks.

If the KVP is missing from UserEvents, the value of this field is 0.

## CUSTOMER\_ANI

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_CUSTOMER\_ANI

The ANI of the customer for in-queue scenarios. This value might match CUSTOMER\_PHONE\_NUMBER if the same number is confirmed or entered, or the field might be empty if the ANI is not detected.

## SERVICE\_END\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_SERVICE\_END

The UTC timestamp at the time the callback service was completed or terminated.

If the KVP is missing from UserEvents, the value of this field is 0.

## WAITED\_BEFORE\_OFFER\_TIME

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_D\_CUSTOMER\_WAITED\_BEFORE\_OFFER

The amount of time, in seconds, the customer waited in the queue before a callback was offered.

If the KVP is missing from UserEvents, the value of this field is 0.

## EWT\_WHEN\_LAST\_DIAL

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_EWT\_WHEN\_READY\_TO\_START\_LAST\_MEDIA\_I\_XN

EWT, in seconds, at the time the last callback dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

## POS\_WHEN\_LAST\_DIAL

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_POS\_WHEN\_READY\_TO\_START\_LAST\_MEDIA\_I\_XN

The position of the callback in the queue at the time the last dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_CB\_ACCEPTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_WHEN\_CALLBACK\_ACCEPTED

The priority of the interaction (real or virtual) at the time the callback offer was accepted.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_C\_CONNECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_WHEN\_CUSTOMER\_CONNECTED

The priority of the virtual interaction at the time the customer was connected.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_A\_CONNECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_AT\_THE\_END\_OF\_ONLINE\_WAIT

The priority of the virtual interaction at the time the customer was connected to the agent. If the customer abandoned the call while waiting in the queue, then this value is the priority of the call at the time the customer disconnected.

If the KVP is missing from UserEvents, the value of this field is 0.

## EWT\_THRESHOLD\_WHEN\_OFFERED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_EWT\_THRESHOLD\_WHEN\_OFFERED

The value of the EWT threshold the callback application used to decide whether the callback offer should be made.

If the KVP is missing from UserEvents, the value of this field is 0.

## ORIGINATION\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_ORIGINATION\_I\_XN\_ID

The ID of the interaction for which the callback was originally offered and accepted. For voice calls, this is the call ID of the original inbound call. For chat scenarios, this is the chat interaction ID.

## FIRST\_OUT\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_FIRST\_OUT\_I\_XN\_ID

The call ID of the first outbound call created by the callback module.

## LAST\_OUT\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_LAST\_OUT\_I\_XN\_ID

The call ID of the last outbound call created by the callback module.

## ORS\_SESSION\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_ORSESSION\_ID

The Orchestration Server (ORS) session ID used to manage the callback. If multiple sessions were used (for example, because an ORS session terminated unexpectedly during the callback), the last session ID is reported.

## CALLBACK\_DIAL\_RESULTS\_KEY

**Introduced:** Release 8.5.009.20

The surrogate key that is used to join the CALLBACK\_DIAL\_RESULTS dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

## CALLBACK\_DIM\_4\_KEY

**Introduced:** Release 8.5.009.20

The surrogate key that is used to join the CALLBACK\_DIM\_4 dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

## UPDATE\_AUDIT\_KEY

**Introduced:** Release 8.5.010.16

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

## PRODUCER\_BATCH\_ID

**Introduced:** Release 8.5.015.19

Reserved for internal use.

## Index List

No indexes are defined.

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.