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## Genesys Info Mart Physical Data Model for an Oracle Database

Table GPM\_FACT

# Table GPM\_FACT

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.015.19 (PRODUCER\_BATCH\_ID added); 8.5.014.19 (VQ\_GUID and VQ\_RESOURCE\_KEY added); 8.5.014.09 (DEFAULT\_SCORE, DEFAULT\_SCORE\_USED, DEFAULT\_SCORES\_COUNT, GLOBAL\_SCORES\_COUNT, ADJUSTED\_SCORE, INITIAL\_SCORE\_THRESHOLD, FINAL\_SCORE\_THRESHOLD, SUITABLE\_AGENTS\_COUNT, GPM\_DIM1\_KEY added); 8.5.011 (START\_DATE\_TIME\_KEY became part of the composite primary key in nonpartitioned as well as partitioned databases); 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for MEDIA\_SERVER\_I\_XN\_GUID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes an attempt to route an interaction to an agent using Predictive Routing. The facts are based on data sent in UserEvents by your routing solution for interactions on voice, web, and mobile channels. Rows are inserted on receipt of a Predictive Routing-related event and are not updated. There is one row per interaction routing attempt per agent.

The MEDIA\_SERVER\_I\_XN\_GUID links the GPM\_FACT record with the related INTERACTION\_FACT (IF), and the RESOURCE\_KEY enables you to then link further to an INTERACTION\_RESOURCE\_FACT (IRF). Starting with release 8.5.014.19, you can also use the MEDIA\_SERVER\_I\_XN\_GUID and the VQ\_GUID to link GPM\_FACT records with related MEDIATION\_SEGMENT\_FACT (MSF) records. In this way, the GPM\_FACT table enables you to generate reports that provide interaction-level and queue-level detail about Predictive Routing usage and its impact on KPIs, as well as evaluate the results for various models and predictors.

### 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
MEDIA_SERVER_IDX	NUMBER(10)	X	X		
ROUTE_ATTEMPT_NUM	NUMBER(10)	X	X		1
RESOURCE_KEY	NUMBER(10)	X	X	X	-2
START_DATE_TIME_NUM	NUMBER(10)	X	X	X	
ADDED_TS	NUMBER(10)		X		
MESSAGE	VARCHAR2(255 CHAR)				
AGENT_SCORE	NUMBER(10,5)		X		0
GLOBAL_SCORE	NUMBER(10,5)		X		0
MEDIAN_SCORE	NUMBER(10,5)		X		0
MAX_SCORE	NUMBER(10,5)		X		0
MIN_SCORE	NUMBER(10,5)		X		0
SCORE_ABOVE_MEDIAN	NUMBER(10)		X		unknown
AGENT_RANK	NUMBER(10)		X		0
TARGET_SIZE	NUMBER(10)		X		0
WAIT_TIME	NUMBER(10)		X		0
GPM_RESULT_KEY	NUMBER(10)		X	X	-2
GPM_PREDICTOR_KEY	NUMBER(10)		X	X	-2
GPM_MODEL_KEY	NUMBER(10)		X	X	-2
DEFAULT_SCORE	NUMBER(10,5)				
DEFAULT_SCORE_NUM	NUMBER(10)				
DEFAULT_SCORES_NUM	NUMBER(10)				
GLOBAL_SCORES_NUM	NUMBER(10)				
ADJUSTED_SCORE	NUMBER(10,5)				
INITIAL_SCORE_THR	NUMBER(10)				
FINAL_SCORE_THR	NUMBER(10)				
SUITABLE_AGENTS_NUM	NUMBER(10)				
GPM_DIM1_KEY	NUMBER(10)		X		-2
VQ_GUID	VARCHAR2(64 CHAR)				
VQ_RESOURCE_KEY	NUMBER(10)			X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

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Column	Data Type	P	M	F	DV
PRODUCER_BATCH_NUMBER	NUMBER(19)				

## MEDIA\_SERVER\_I\_XN\_GUID

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

**Based on KVP:** CALLID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. This value allows you to associate interaction details with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_I_XN_GUID = GPM_FACT.MEDIA_SERVER_I_XN_GUID
AND INTERACTION_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
```

Similarly, you can associate queue activity with Predictive Routing results by linking to the MEDIA\_SERVER\_I\_XN\_GUID and START\_DATE\_TIME\_KEY fields in the MEDIATION\_SEGMENT\_FACT (MSF) table.

In combination with RESOURCE\_KEY, ROUTE\_ATTEMPT\_ID, and (starting with release 8.5.011) START\_DATE\_TIME\_KEY, the MEDIA\_SERVER\_I\_XN\_GUID forms the value of the composite primary key for this table.

Note that in practice the size limit of column data is 50 characters, which corresponds to the data type size of the MEDIA\_SERVER\_I\_XN\_GUID in the INTERACTION\_FACT table.

## ROUTE\_ATTEMPT\_ID

**Based on KVP:** gpmRouteAttemptId

The sequence number of the attempt to route an interaction using Predictive Routing. In combination with RESOURCE\_KEY, MEDIA\_SERVER\_I\_XN\_GUID, and (starting with release 8.5.011) START\_DATE\_TIME\_KEY, the ROUTE\_ATTEMPT\_ID forms the value of the composite primary key for this table.

## RESOURCE\_KEY

**Based on KVP:** gpmAgentDBIDand AGENT\_CFG\_TYPE\_IDand AGENT\_CFG\_TYPE

The surrogate key that is used to join the RESOURCE\_ dimension to the fact table, to identify the agent resource that was the target of the Predictive Routing attempt. In combination with MEDIA\_SERVER\_I\_XN\_GUID, ROUTE\_ATTEMPT\_ID, and (starting with release 8.5.011) START\_DATE\_TIME\_KEY, the RESOURCE\_KEY forms the value of the composite primary key for this table.

## START\_DATE\_TIME\_KEY

**Modified:** 8.5.011 (added to the composite primary key in nonpartitioned databases)

Identifies the start of a 15-minute interval in which the interaction started. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START\_TS timestamp to an appropriate time zone. Starting with release 8.5.011, in combination with MEDIA\_SERVER\_I\_XN\_GUID, RESOURCE\_KEY, and ROUTE\_ATTEMPT\_ID, the START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## ADDED\_TS

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

## MESSAGE

**Modified:** 8.5.009.20 (default value no longer defined)

**Based on KVP:** gpmMessage

The message that displays when the Predictive Routing result, as reported by the GPM\_RESULT\_KEY, is an error.

## AGENT\_SCORE

**Based on KVP:** gpmAgentScore

The score of the agent to whom the interaction was routed.

## GLOBAL\_SCORE

**Based on KVP:** gpmGlobalScore

The average score calculated for a sub-group of agents in the target group, for whom the global model was utilized in score computation.

## MEDIAN\_SCORE

**Based on KVP:** gpmMedianScore

The median score for the target group of agents to which the agent belongs.

## MAX\_SCORE

**Based on KVP:** gpmMaxScore

The score of the best matching agent in the target group.

## MIN\_SCORE

**Based on KVP:** gpmMinScore

The score of the worst matching agent in the target group

## SCORE\_ABOVE\_MEDIAN

**Based on KVP:** gpmScoreAboveMedian

Indicates whether the score for the selected agent was better than the median score for the target group. This field is set to one of the following values: 0 (= No), 1 (= Yes), unknown.

## AGENT\_RANK

**Based on KVP:** gpmAgentRank

The rank of the agent in the target group, based on agent scores sorted in descending order.

## TARGET\_SIZE

**Based on KVP:** gpmTargetSize

The size of the scored target group (in other words, the length of the list of agents received from the scoring engine).

## WAIT\_TIME

**Based on KVP:** gpmWaitTime

The amount of time, in seconds, the interaction spent in the queue used for Predictive Routing decision-making.

## GPM\_RESULT\_KEY

**Based on KVP:** gpmResult

The surrogate key that is used to join the GPM\_RESULT dimension to the fact table, to identify the

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result of the Predictive Routing attempt.

## GPM\_PREDICTOR\_KEY

**Based on KVP:** gpmPredictorand gpmPredictorId

The surrogate key that is used to join the GPM\_PREDICTOR dimension to the fact table, to identify the predictor used for scoring.

## GPM\_MODEL\_KEY

**Based on KVP:** gpmModeland gpmModelId

The surrogate key that is used to join the GPM\_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

## DEFAULT\_SCORE

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmDefaultAgentScore

The default agent score for the associated interaction, as specified in configuration.

## DEFAULT\_SCORE\_USED

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmDefaultScoreUsed

Specifies how the agent score is derived.

- 0 - The agent score for the associated interaction is based on the scoring response returned by GPR.
- 1 - The agent score for the associated interaction is based on configuration.

## DEFAULT\_SCORES\_COUNT

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmDefaultScoredAgents

The number of agents assigned the default score for the associated interaction.

## GLOBAL\_SCORES\_COUNT

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmGlobalScoreCount

The number of agent scores returned for the interaction using the global model.

## ADJUSTED\_SCORE

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmAdjustedAgentScore

The final agent score used to route the associated interaction to the selected agent. This score is calculated from AGENT\_SCORE adjusted for an agent occupancy factor.

## INITIAL\_SCORE\_THRESHOLD

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmInitialScoreThreshold

The initial threshold score required for an agent to be considered a match for an interaction, as specified in configuration.

## FINAL\_SCORE\_THRESHOLD

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmFinalScoreThreshold

The final threshold value used to route the associated interaction to the selected agent.

## SUITABLE\_AGENTS\_COUNT

**Introduced:** Release 8.5.014.09

**Based on KVP:** gpmSuitableAgentsCount

The number of agents who had scores greater than, or equal to, the initial threshold value when the scoring response was received.

## GPM\_DIM1\_KEY

**Introduced:** Release 8.5.014.09

The surrogate key that is used to join the GPM\_DIM1 dimension to the fact table, to identify miscellaneous characteristics of the predictor and routing attempt.

## VQ\_GUID

**Introduced:** Release 8.5.014.19



**Based on KVP:** gpmVQGUID

The unique ID that represents the interaction in the virtual queue, as assigned by URS. This value is reported by Genesys Predictive Routing, and it allows you to associate VQ activity with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_I_XN_GUID = GPM_FACT.MEDIA_SERVER_I_XN_GUID
MEDIATION_SEGMENT_FACT.MEDIA_SERVER_I_XN_GUID = GPM_FACT.MEDIA_SERVER_I_XN_GUID
AND MEDIATION_SEGMENT_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
AND MEDIATION_SEGMENT_FACT.MEDIATION_GUID = GPM_FACT.VQ_GUID
```

## VQ\_RESOURCE\_KEY

**Introduced:** Release 8.5.014.19

**Based on KVP:** gpmVQDBIDand VQ\_CFG\_TYPE\_IDand VQ\_CFG\_TYPE

The surrogate key that is used to join the RESOURCE\_ dimension to the GPM\_FACT table. This key indicates the virtual queue to which the Predictive Routing interaction identified by the VQ\_GUID was distributed. The value matches the RESOURCE\_KEY value in the MSF table.

## 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.

## 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

CODE	U	C	Description
I_GPM_FACT_SDT			Improves access time, based on the Start Date

Table GPM\_FACT

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CODE	U	C	Description
			Time key.

Index I\_GPM\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.