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Genesys Info Mart Physical Data Model for an Oracle Database

Table GPM_RESULT

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Description

Introduced: 8.5.009

Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: GPM_MODE, GPM_STATUS, GPM_RESULT, GPM_USE, CUSTOMER_FOUND)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

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
ID	NUMBER(10)	X	X		
GPM_MODE	VARCHAR2(20 CHAR)		X		unknown
GPM_STATUS	VARCHAR2(20		X		unknown

Table GPM_RESULT

Column	Data Type	P	M	F	DV
	CHAR)				
GPM_RESULT	VARCHAR2(255 CHAR)		X		
GPM_USE	VARCHAR2(10 CHAR)		X		unknown
CUSTOMER_FOUND	VARCHAR2(10 CHAR)		X		unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_RESULT_KEY.

GPM_MODE

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

Based on KVP: gpmMode

The mode in which Predictive Routing is operating, as specified in configuration. This field is set to one of the following values:

- prod
- off
- dry-run
- ab-test-time-sliced
- unknown

GPM_STATUS

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

Based on KVP: gpmStatus

Indicates the scenario under which the interaction was processed. This field is set to one of the following values:

- agent-surplus
- call-surplus
- unknown

For more information about the agent-surplus and call-surplus scenarios, see the information about interaction flows in the Predictive Routing *Deployment and Operations Guide*.

GPM_RESULT

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

Based on KVP: gpmResult

The result of Predictive Routing processing. This field is set to one of the following values:

- 1 - ok
- 2 - Authentication to scoring engine failed
- 3 - Scoring request failed
- 4 - Agent list is empty
- 5 - URS overload, ixn skipped
- 6 - Predictor not found
- 7 - Failed to build scoring request
- 8 - SetIdealAgent or SetReadyCondition execution error
- 9 - Interaction log not found in global map
- 10 - Unknown error
- 11 - Channel is not supported
- 12 - Reserved for future use
- 13 - Call Abandoned
- 14 - Call Routing Failed
- 15 - Predictive Routing is turned off or is not used for this interaction

In the case of errors, the MESSAGE field in the GPM_FACT table displays the error message.

GPM_USE

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

Based on KVP: gpmUse

The meaning depends on the mode in which Predictive Routing is operating (see GPM_MODE). This field is set to one of the following values:

- 1 - When the mode is ab-test-time-sliced, indicates that the interaction was selected for Predictive Routing. When the mode is prod, indicates the normal case, when Predictive Routing occurred without error.
- 0 - When the mode is ab-test-time-sliced, indicates the interaction was processed with skill-based routing. When the mode is dry-run, indicates that the interaction completed without error.
- unknown - For any mode, indicates that an error occurred in one of the Predictive Routing subroutines, and the solution defaulted to skill-based routing.

CUSTOMER_FOUND

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

Based on KVP: gpmCustomerFound

Indicates if features from the customer record were successfully retrieved from the customer relationship management (CRM) database and used to calculate agent scores. This field is set to one of the following values: 0 (= No), 1 (= Yes), unknown.

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.

Index List

CODE	U	C	Description
I_GPM_RESULT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_RESULT

Field	Sort	Comment
GPM_MODE	Ascending	
GPM_STATUS	Ascending	
GPM_RESULT	Ascending	
GPM_USE	Ascending	
CUSTOMER_FOUND	Ascending	

Subject Areas

No subject area information available.