Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table BGS_BOT_DIM

5/8/2025

Table BGS_BOT_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the characteristics of the bot used in the session, such as category and function.

> **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	integer	X	X		
BOT_CATEGORY	varchar(50)		X		NO_VALUE
BOT_FUNCTION	varchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

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

BOT_CATEGORY

The generic category describing the type of function performed by the bot, such as Monitoring, Dialog, Notification, or Service. For information about how you can define and set bot categories, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

BOT_FUNCTION

The specific bot functionality, such as Translator, Advisor, Escalation, Recording, AI, or Questioner. For information about how you can define and set bot functions, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

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_BGS_BOT_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_BOT_DIM

Field	Sort	Comment
BOT_CATEGORY	Ascending	
BOT_FUNCTION	Ascending	

Subject Areas

No subject area information available.