Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table SDR_BOTS_FACT

5/9/2025

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Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.116.12 (STEPCOUNT added)

In partitioned databases, this table is partitioned.

This table describes voice bot and chat bot activity during interaction flows orchestrated by applications developed with Genesys Designer.

Each row in this table records a bot session, which represents a single conversation between a customer and the bot service that was invoked by the Bot block in the Designer application, while the interaction was being processed by the application. A session starts when the Bot block receives voice or chat input from the customer and ends when Designer either moves to an intent block or to an Error Handler block. There might be multiple bot sessions within a single Session Detail Record (SDR) session.

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
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	integer	X	X	X	
SEQUENCE_ID	integer	X	X		
END_DATE_TIME_KEY	integer		X	X	
INTERACTION_ID	varchar(50)		X	X	
DURATION_MS	numeric(19)		X		0
LAST_INTENT_SEQUENCE_ID	integer		X		-2
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
MEDIA_TYPE_KEY	integer		X	X	-2
BOT_ATTRIBUTES_KEY	integer		X		-2
BOT_INTENT_KEY	integer		X		-2
BOT_MILESTONE_KEY	integer		X		-2
STEPCOUNT	integer				

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

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.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the SDR session by Orchestration Server. In combination with SEQUENCE_ID and the START_DATE_TIME_KEY, the SESSION_ID forms the value of the composite primary key for this table. You can use the SESSION_ID and the START_DATE_TIME_KEY to link the SDR_BOTS_FACT record with an SDR_SESSION_FACT record.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session 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. In combination with SESSION_ID and SEQUENCE_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as in partitioned databases.

SEQUENCE_ID

The unique identifier of the Bot block sequence within the SDR. In combination with SESSION_ID and the START_DATE_TIME_KEY, the SEQUENCE_ID forms the value of the composite primary key for this table.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session ended. 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 END_TS timestamp to an appropriate time zone.

INTERACTION_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_BOTS_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

SDR_BOTS_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID

DURATION_MS

The duration of the bot session, in milliseconds.

LAST_INTENT_SEQUENCE_ID

Identifies the SEQUENCE_ID of the bot session associated with the last intent recognized during the SDR session. If the LAST_INTENT_SEQUENCE_ID is the same as the SEQUENCE_ID of the record, the bot session was the session in which the last intent was detected.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session ended.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. Bot sessions can be voice or chat.

BOT_ATTRIBUTES_KEY

The surrogate key that is used to join the BOT_ATTRIBUTES dimension to the fact tables.

BOT_INTENT_KEY

The surrogate key that is used to join the BOT_INTENT dimension to the fact tables.

BOT_MILESTONE_KEY

The surrogate key that is used to join the SDR_MILESTONE dimension to the fact tables.

STEPCOUNT

Introduced: Release 8.5.116.12
The number of requests sent to the Digital Channels application as part of this one bot invocation.

Index List

CODE	U	C	Description
I_SDR_BOTS_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_BOTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.