Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table SDR_SESSION_FACT

4/7/2025

Table SDR_SESSION_FACT

Description

Introduced: 8.5.001
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16
(UPDATE_AUDIT_KEY added); 8.5.005 (SDR_SURVEY_* keys added); 8.5.007
(SDR_SURVEY_QUESTIONS_* keys added)

In partitioned databases, this table is partitioned.

This table describes caller activity within an 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	
SESSION_ID	varchar(128)	X	X		
INTERACTION_ID	varchar(50)		X	X	
CONNECTION_ID	varchar(255)		X		NO_VALUE

Column	Data Type	P	M	F	DV
ANI	varchar(50)		X		NO_VALUE
AS_DURATION_MS	numeric(19)		X		0
SS_DURATION_MS	numeric(19)		X		0
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
START_DATE_TIME_KEY	integer	X	X	X	
END_DATE_TIME_KEY	integer		X	X	
INPUT_COUNT	integer		X		0
MENU_COUNT	integer		X		0
DTMF_PATH	varchar(255)		X		NO_VALUE
SDR_ENTRY_POINT_KEY	integer		X	X	-2
SDR_EXIT_POINT_KEY	integer		X	X	-2
SDR_APPLICATION_KEY	integer		X	X	-2
SDR_GEO_LOCATION_KEY	integer		X	X	-2
SDR_LANGUAGE_KEY	integer		X	X	-2
STRIKEOUT_SDR_MILESTONE_KEY	integer		X	X	-2
BAILOUT_SDR_MILESTONE_KEY	integer		X	X	-2
DEFLECTION_SDR_MILESTONE_KEY	integer		X	X	-2
FINAL_SDR_MILESTONE_KEY	integer		X	X	-2
SELF_HELPED_SDR_MILESTONE_KEY	integer		X	X	-2
DEFLECTION_SDR_MESSAGE_KEY	integer		X	X	-2
SDR_CALL_DISPOSITION_KEY	integer		X	X	-2
SDR_CALL_TYPE_KEY	integer		X	X	-2
SDR_SURVEY_SCORES_KEY	integer		X	X	-2
SDR_SURVEY_I1_KEY	integer		X	X	-2
SDR_SURVEY_I2_KEY	integer		X	X	-2
SDR_SURVEY_S1_KEY	integer		X	X	-2
SDR_SURVEY_S2_KEY	integer		X	X	-2
SDR_SURVEY_QUESTIONS_I1_KEY	integer		X	X	-2
SDR_SURVEY_QUESTIONS_I2_KEY	integer		X	X	-2
SDR_SURVEY_QUESTIONS_S1_KEY	integer		X	X	-2
SDR_SURVEY_QUESTIONS_S2_KEY	integer		X	X	-2
SDR_SURVEY_STATUS_KEY	integer		X	X	-2
UPDATE_AUDIT_KEY	numeric(19)			X	

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.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. You can use the SESSION_ID to link other SDR_*_FACT records with the SDR_SESSION_FACT.

INTERACTION_ID

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

```
SDR_SESSION_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID
```

CONNECTION_ID

The connection ID of the call, as assigned by SIP Server.

ANI

The phone number of the caller.

AS_DURATION_MS

The duration, in milliseconds, of the Assisted Service phase.

SS_DURATION_MS

The duration, in milliseconds, of the Self-Service phase.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application

completed.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call began. 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.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call 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 START_TS timestamp to an appropriate time zone.

INPUT_COUNT

The number of user input blocks the caller encountered during the session.

MENU_COUNT

The number of menu blocks the caller encountered during the session.

DTMF_PATH

The sequence of DTMF keys that the caller pressed when going through the application's menu.

SDR_ENTRY_POINT_KEY

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

SDR_EXIT_POINT_KEY

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

SDR_APPLICATION_KEY

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

SDR_GEO_LOCATION_KEY

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

SDR_LANGUAGE_KEY

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

STRIKEOUT_SDR_MILESTONE_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

BAILOUT_SDR_MILESTONE_KEY

The key that is used to join the BAILOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MILESTONE_KEY

The key that is used to join the DEFLECTION milestone value in the SDR_MILESTONE dimension to the fact tables.

FINAL_SDR_MILESTONE_KEY

The key that is used to join the FINAL milestone value in the SDR_MILESTONE dimension to the fact tables.

SELF_HELPED_SDR_MILESTONE_KEY

The key that is used to join the SELF_HELPED milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MESSAGE_KEY

The key that is used to join the DEFLECTION_MESSAGE value in the SDR_MESSAGE dimension to the fact tables.

SDR_CALL_DISPOSITION_KEY

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

SDR_CALL_TYPE_KEY

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

SDR_SURVEY_SCORES_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_SCORES dimension to the fact tables.

SDR_SURVEY_I1_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_I1 dimension to the fact tables.

SDR_SURVEY_I2_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_I2 dimension to the fact tables.

SDR_SURVEY_S1_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_S1 dimension to the fact tables.

SDR_SURVEY_S2_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_S2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I1_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_I1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I2_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_I2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S1_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_S1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S2_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_S2 dimension to the fact tables.

SDR_SURVEY_STATUS_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_STATUS dimension to the fact tables.

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.

Index List

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

Index I_SDR_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.