Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Info Mart Tables

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Info Mart Tables

Info Mart tables fall into one of the following categories, out of which only the first one contains data that is suitable for reporting purposes:

- Fact tables
- Dimension tables
- Info Mart service and control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Fact Tables

The fact tables all include the *_FACT* suffix in the table name. The following Info Mart tables are fact tables, which are described in this document:

- BGS_SESSION_FACT
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE_FACT
- CDR_FACT
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_FACT
- CONTACT_ATTEMPT_FACT
- GPM_FACT
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- IXN_RESOURCE_STATE_FACT
- LDR_FACT
- MEDIATION_SEGMENT_FACT
- SDR_ACTIVITIES_FACT
- SDR_BOTS_FACT
- SDR_CUST_ATRIBUTES_FACT
- SDR_EXT_REQUEST_FACT
- SDR_SESSION_FACT
- SDR_SURVEY_FACT
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT

The Info Mart schema also includes the following Fact tables, which are not described in this document. Instead, as described in Dimension Views, this document provides detailed information about the parallel views:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

Fact Extension Tables

Special tables referred to as fact extension tables complement the INTERACTION_RESOURCE_FACT (IRF) and, depending on configuration, MEDIATION_SEGMENT_FACT (MSF) tables. The following are Info Mart fact extension tables:

- IRF_USER_DATA_CUST_*
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS

Dimension Tables

The following are Info Mart dimension tables, which are described in this document:

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BOT_ATTRIBUTES
- BOT_INTENT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALL_RESULT
- CAMPAIGN_GROUP_STATE
- CDR_DIM1
- CHAT_SESSION_DIM
- COBROWSE_END_REASON
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_INFO_TYPE
- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- INTERACTION_DESCRIPTOR

- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_KEYS
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIA_ORIGIN
- MEDIA_TYPE
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_I1
- SDR_SURVEY_I2
- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_USER_INPUT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_1
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

Some tables, such as TECHNICAL_DESCRIPTOR, are populated with data upon Info Mart initialization.

Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data. Still other tables, such as MEDIA_TYPE, after being populated upon Info Mart initialization, can be further extended at runtime.

Dimension Views

Genesys Info Mart database schema includes a number of dimension views that are provided on top of certain dimension tables. Dimension views can be used for reporting similarly to dimension tables. Moreover, where both a table and a view are available in the schema, dimension views are recommended to be queried for reporting purposes. For this reason, this document does not provide detailed descriptions of the following tables:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

See Genesys Info Mart Views for descriptions of dimension views, including those that correspond to the above tables.

Time Dimension Tables

The DATE_TIME table is the default time dimension table that is created in the Info Mart database during schema initialization. During initialization, Genesys Info Mart populates this table with calendar data for a configurable number of days in the future; new rows are added to the table at a configured frequency, as part of regular maintenance.

Custom time dimension tables can be added to the Info Mart schema at any point to support the need for multiple calendars. When tables are created, Genesys Info Mart populates these tables with calendar data for a configurable number of days in the future; it further maintains these tables, similarly to the DATE_TIME table maintenance.

Info Mart Service and Control Tables

The following control tables can be referenced to trace processing of Genesys Info Mart data while testing new reports or to troubleshoot behavior of ETL jobs:

- CTL_AUDIT_LOG
- CTL_ETL_HISTORY
- CTL_EXTRACT_HISTORY
- CTL_TRANSFORM_HISTORY

> **Important**
> Genesys recommends that you query operational data through views rather than from the control tables directly.

The following control tables are configured and used for user data processing:

- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

Starting with release 8.5.010, the CTL_GDPR_HISTORY table provides details about personally identifiable information (PII) that is associated with General Data Protection Regulation (GDPR) “export” or “forget” requests and that was stored in Info Mart fact tables at the time the request was processed. In addition to making the PII data available for customers to retrieve in response to "export" requests, the table provides a detailed audit trail of all the fields that were interrogated to satisfy the GDPR requests. In this way, the table serves as an execution report on "export" and "forget" processing.

The following Info Mart table can be referenced to check what purging activities have been completed:

- CTL_PURGE_HISTORY

The following Info Mart table is for reference only:

- CTL_SCHEMA_INFO

The following control tables are listed for completeness of the schema description. They serve purely internal purposes and should not be used for either reporting or administrative needs:

- CTL_AUDIT_LOG_KEY
- CTL_DS
- CTL_EXTRACT_HWM
- CTL_EXTRACT_METRICS
- CTL_PROCESSING_STATUS
- CTL_SCHEDULED_JOBS
- CTL_TIME_ZONE_OFFSET
- CTL_TRANSFORM_HWM
- CTL_TRANSFORM_TODO
- CTL_WORKFLOW_STATUS

See also Info Mart Service and Staging Tables and Administrative Views.

GIDB Tables

The Global Interaction Database (GIDB) section of the Info Mart database comprises the following tables:

- GIDB_G_AGENT_STATE_HISTORY_MM
- GIDB_G_AGENT_STATE_HISTORY_V

- GIDB_G_AGENT_STATE_RC_MM
- GIDB_G_AGENT_STATE_RC_V
- GIDB_G_CALL_HISTORY_MM
- GIDB_G_CALL_HISTORY_V
- GIDB_G_CALL_MM
- GIDB_G_CALL_STAT_V
- GIDB_G_CALL_V
- GIDB_G_CUSTOM_DATA_S_MM
- GIDB_G_CUSTOM_DATA_S_V
- GIDB_G_DND_HISTORY_MM
- GIDB_G_DND_HISTORY_V
- GIDB_G_IR_HISTORY_MM
- GIDB_G_IR_HISTORY_V
- GIDB_G_IR_MM
- GIDB_G_IR_V
- GIDB_G_IS_LINK_HISTORY_V
- GIDB_G_IS_LINK_V
- GIDB_G_LOGIN_SESSION_MM
- GIDB_G_LOGIN_SESSION_V
- GIDB_G_PARTY_HISTORY_MM
- GIDB_G_PARTY_HISTORY_V
- GIDB_G_PARTY_MM
- GIDB_G_PARTY_V
- GIDB_G_ROUTE_RES_VQ_HIST_MM
- GIDB_G_ROUTE_RES_VQ_HIST_V
- GIDB_G_ROUTE_RESULT_MM
- GIDB_G_ROUTE_RESULT_V
- GIDB_G_SECURE_UD_HISTORY_MM
- GIDB_G_SECURE_UD_HISTORY_V
- GIDB_G_USERDATA_HISTORY_MM
- GIDB_G_USERDATA_HISTORY_V
- GIDB_G_VIRTUAL_QUEUE_MM
- GIDB_G_VIRTUAL_QUEUE_V
- GIDB_GC_ACTION_CODE
- GIDB_GC_AGENT
- GIDB_GC_ANNEX
- GIDB_GC_APPLICATION
- GIDB_GC_ATTR_VALUE
- GIDB_GC_BUS_ATTRIBUTE
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAIGN
- GIDB_GC_ENDPOINT
- GIDB_GC_FIELD
- GIDB_GC_FILTER
- GIDB_GC_FOLDER
- GIDB_GC_FORMAT
- GIDB_GC_GROUP
- GIDB_GC_IVR
- GIDB_GC_IVRPORT
- GIDB_GC_LOGIN
- GIDB_GC_OBJ_TABLE
- GIDB_GC_PLACE
- GIDB_GC_SCRIPT
- GIDB_GC_SKILL
- GIDB_GC_SWITCH
- GIDB_GC_TABLE_ACCESS
- GIDB_GC_TENANT
- GIDB_GC_TIME_ZONE
- GIDB_GC_TREATMENT
- GIDB_GC_VOICE_PROMPT
- GIDB_GCX_AGENT_PLACE
- GIDB_GCX_CAMPGROUP_INFO
- GIDB_GCX_CAMPLIST_INFO
- GIDB_GCX_ENDPOINT_PLACE
- GIDB_GCX_FORMAT_FIELD
- GIDB_GCX_GROUP_AGENT
- GIDB_GCX_GROUP_ENDPOINT
- GIDB_GCX_GROUP_PLACE
- GIDB_GCX_GROUP_ROUTEDN
- GIDB_GCX_LIST_TREATMENT

- GIDB_GCX_LOGIN_INFO
- GIDB_GCX_SKILL_LEVEL
- GIDB_GCX_SUBCODE
- GIDB_GM_F_USERDATA
- GIDB_GM_L_USERDATA
- GIDB_GO_CAMPAIGN
- GIDB_GO_CAMPAIGNHISTORY
- GIDB_GO_CHAIN
- GIDB_GO_CHAINREC_HIST
- GIDB_GO_FIELDHIST
- GIDB_GO_METRICS
- GIDB_GO_SEC_FIELDHIST
- GIDB_GOX_CHAIN_CALL
- GIDB_GX_SESSION_ENDPOINT_MM
- GIDB_GX_SESSION_ENDPOINT_V

GIDB tables are populated as a result of data extraction from all IDBs that are deployed to feed data into Genesys Info Mart. Each row corresponds to a record that is extracted from a given IDB. The data that is related to interaction processing is extracted to media-dependent tables whose names are appended with *_MM* (for multimedia interactions) or *_V* (for voice interactions). The data for complete and active agent reason codes is extracted from G_AGENT_STATE_RC and G_AGENT_STATE_RC_A IDB tables, respectively, and written into the same GIDB_G_AGENT_STATE_RC_* table; any duplicated records are merged as the GIDB data is transformed for the dimensional model.

In addition to extracting all the fields from a certain IDB table, Genesys Info Mart populates values for the following columns that are specific to the Info Mart database:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY (provided for those tables that can be updated)

Genesys Info Mart does not extract data from the IDB system fields that have no meaning for contact center reports. Otherwise, the meaning of the data in each row is the same as in the corresponding IDB record. For example, the GIDB_GC_PLACE table in the Info Mart database corresponds to the GC_PLACE table in IDB. Refer to the *Interaction Concentrator Physical Data Model* for your particular RDBMS for information about the data that is stored in corresponding GIDB tables.

Merge Tables

The merge tables of the Info Mart database are the following:

- G_CALL
- G_IR
- G_IS_LINK
- GSYS_DNPREMOTELOCATION

If data is being extracted from multiple IDBs, and if merging of call data is required (for example, for multi-site calls), Merge tables temporarily store data for these calls.

This document provides no descriptions for merge tables because they are used for internal processing and contain no final reporting data.

Temporary Tables

The Info Mart schema contains a large number of temporary (TMP_*) tables. These tables are used by the ETL jobs during data processing.

This document provides no listing or descriptions of TMP_* tables because they are used for internal processing and contain no final reporting data.

Staging Tables

The Info Mart schema contains a number of staging (STG_*) tables. Unlike in release 7.x, staging tables no longer make up a separate database, but instead are created as part of the Info Mart database. A majority of these tables are used by the ETL jobs to store temporary data between execution cycles.

The following two staging tables store errors that are written during ETL job execution (the transformation job, in particular) and are helpful in troubleshooting the source data that causes these errors:

- STG_IDB_FK_VIOLATION
- STG_TRANSFORM_DISCARDS

The following staging tables store temporary data about active multimedia interactions and facilitate purging, from fact tables, of multimedia data that is related to ongoing interactions that meet configured criteria:

- STG_ACTIVE_IF
- STG_ACTIVE_IRF
- STG_ACTIVE_IRF_REPLIES
- STG_ACTIVE_MSF

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG_ACTIVE_THREAD
- STG_THREAD_AGENT
- STG_THREAD_AGENTRPY

Aside from the STG_IDB_FK_VIOLATION and STG_TRANSFORM_DISCARDS tables, this document provides no listing or descriptions of the STG_* tables, because they are used for internal processing and contain neither final reporting data nor troubleshooting data.

List of Dimensional Model Tables

The following fact and dimension tables are described in this document. The descriptions provide information about many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

Table	Description
AGENT_LOCATION	Records geographical locations of agents for both voice and multimedia login sessions.
ANCHOR_FLAGS	Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
BGS_BOT_DIM	Allows BGS session facts to be described based on the function of the bot.
BGS_BOT_NAME_DIM	Allows BGS session facts to be described based on the name of the bot.
BGS_SESSION_DIM	Allows BGS session facts to be described based on characteristics of the session.
BGS_SESSION_FACT	Represents bot activity in a chat session.
BOT_ATTRIBUTES	Allows SDR bot session facts to be described based on the attributes of the bot.
BOT_INTENT	Allows SDR bot session facts to be described based on the attributes of the intent detected by the bot.
CALLBACK_DIAL_RESULTS	Allows callback facts to be described based on the results of the dialing attempts.
CALLBACK_DIM_1	Allows callback facts to be described based on characteristics of the callback offer and attempts.
CALLBACK_DIM_2	Allows callback facts to be described based on attributes of the callback attempt.
CALLBACK_DIM_3	Allows callback facts to be described based on attributes that characterize the state of the callback.
CALLBACK_DIM_4	Allows callback facts to be described based on attributes that characterize the callback dialing attempt.
CALLBACK_FACT	Represents a callback-related event.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.

Table	Description
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CDR_DIM1	Reserved for future use.
CDR_FACT	Reserved for future use.
CHAT_SESSION_DIM	Allows chat session facts to be described based on characteristics of the session.
CHAT_SESSION_FACT	Represents chat session activity in a multimedia interaction.
CHAT_THREAD_FACT	Represents chat session activity in a given thread.
COBROWSE_END_REASON	Allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.
COBROWSE_FACT	Allows to describe a web page visit shared by an agent and a customer during a Co-browse session.
COBROWSE_MODE	Allows Co-browse facts to be described based on the modes that are used in a Co-browse session.
COBROWSE_PAGE	Allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.
COBROWSE_USER_AGENT	Allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
GPM_DIM1	Allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.
GPM_FACT	Represents Predictive Routing events.
GPM_MODEL	Allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets.
GPM_PREDICTOR	Allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.
GPM_RESULT	Allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

Table	Description
GROUP_ANNEX	Stores additional configuration data to support Genesys Interactive Insights capability to control visibility of certain data and reports.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
IRF_USER_DATA_KEYS	Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
LDR_CAMPAIGN	Allows CX Contact record facts to be described based on characteristics of the outbound campaign.
LDR_DEVICE	Allows CX Contact record facts to be described based on device characteristics of the contact list records.
LDR_FACT	Describes contact list records that CX Contact reported as unattempted.
LDR_GROUP	Allows CX Contact record facts to be described based on the name of the agent group or place

Table	Description
	group associated with the outbound campaign.
LDR_LIST	Allows CX Contact record facts to be described based on characteristics of contact lists.
LDR_POSTAL_CODE	Allows CX Contact record facts to be described based on postal code values of contact list records.
LDR_RECORD	Allows CX Contact record facts to be described based on contact information type, record type, record status, and disposition.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
MEDIA_ORIGIN	Allows chat session thread facts to be described based on where the session originated.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
POST_CALL_SURVEY_DIM_1	Allows interaction resource facts to be described based on the scores assigned by customers.
POST_CALL_SURVEY_DIM_2	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_3	Allows interaction resource facts to be described based on responses provided by customers during post-call survey.
POST_CALL_SURVEY_DIM_4	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_5	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_6	Allows interaction resource facts to be described based on the post-call survey completion and customer recommendation score.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested

Table	Description
	skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_ANNEX	Stores additional configuration data for configuration objects of type Person.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
SDR_ACTIVITIES_FACT	Records activities that the user encountered while the call was being processed by the Application.
SDR_ACTIVITY	Allows SDR facts to be described based on the activities in the application session.
SDR_APPLICATION	Allows SDR facts to be described based on the attributes of the Designer application.
SDR_BOTS_FACT	Represents bot activity during interaction flows orchestrated by Genesys Designer applications.
SDR_CALL_DISPOSITION	Allows SDR facts to be described based on the disposition of the interaction.
SDR_CALL_TYPE	Allows SDR facts to be described based on the call type.
SDR_CUST_ATRIBUTES	Allows SDR facts to be described based on attributes attached to SDR for reporting purposes.
SDR_CUST_ATRIBUTES_FACT	Records attribute values that applications attach to SDR for reporting purposes.
SDR_ENTRY_POINT	Allows SDR facts to be described based on the DNIS.
SDR_EXIT_POINT	Allows SDR facts to be described based on the exit point of the self-service application.
SDR_EXT_HTTP_REST	Allows SDR facts to be described based on the URLs invoked for external HTTP requests.
SDR_EXT_REQUEST	Allows SDR facts to be described based on attributes of external service requests.
SDR_EXT_REQUEST_FACT	Represents a particular invocation of an external service.
SDR_EXT_REQUEST_OUTCOME	Allows SDR facts to be described based on the outcome of external service requests.
SDR_EXT_SERVICE_OUTCOME	Allows SDR facts to be described based on the outcome of custom services.
SDR_GEO_LOCATION	Allows SDR facts to be described based on the

Table	Description
	geographical location of the data center.
SDR_INPUT	Allows SDR facts to be described based on the input block.
SDR_INPUT_OUTCOME	Allows SDR facts to be described based on the outcome of the caller's voice or DTMF input.
SDR_LANGUAGE	Allows SDR facts to be described based on the language in which the call was conducted.
SDR_MESSAGE	Allows SDR facts to be described based on the prompt messages that were used.
SDR_MILESTONE	Allows SDR facts to be described based on the milestones that the user reached.
SDR_SESSION_FACT	Represents caller activity in an SDR application.
SDR_SURVEY_ANSWERS	Enables SDR facts to be described based on answers to questions in the post-call survey.
SDR_SURVEY_FACT	Represents post-call survey activity in an SDR application.
SDR_SURVEY_I1	Allows SDR facts to be described based on responses to survey questions IQ1-IQ5.
SDR_SURVEY_I2	Allows SDR facts to be described based on responses to survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS	Enables SDR facts to be described based on questions in the post-call survey.
SDR_SURVEY_QUESTIONS_I1	Allows SDR facts to be described based on custom survey questions IQ1-IQ5.
SDR_SURVEY_QUESTIONS_I2	Allows SDR facts to be described based on custom survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS_S1	Allows SDR facts to be described based on custom survey questions SQ1-SQ5.
SDR_SURVEY_QUESTIONS_S2	Allows SDR facts to be described based on custom survey questions SQ6-SQ10.
SDR_SURVEY_S1	Allows SDR facts to be described based on responses to survey questions SQ1-SQ5.
SDR_SURVEY_S2	Allows SDR facts to be described based on responses to survey questions SQ6-SQ10.
SDR_SURVEY_SCORES	Allows SDR facts to be described based on the satisfaction level expressed by survey respondents.
SDR_SURVEY_STATUS	Allows SDR facts to be described based on survey status.
SDR_SURVEY_TRANSCRIPT_FACT	Captures transcriptions of voice messages left during survey.
SDR_USER_INPUT	Allows SDR facts to be described based on the type of user input — voice or DTMF.
SDR_USER_INPUTS_FACT	Represents user input activity in an SDR session.
SDR_USER_MILESTONE_FACT	Identifies the milestones that the user

Table	Description
	encountered.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.
USER_DATA_GEN_DIM_1	Reserved for internal use.
USER_DATA_GEN_DIM_2	Reserved for internal use.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.