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

Table BGS_SESSION_FACT

3/26/2025

Table BGS_SESSION_FACT

Description

Introduced: 8.5.011

In partitioned databases, this table is partitioned.

Each row in this table describes a chat bot session managed by Bot Gateway Server (BGS). The statistics reported in each record summarize session activity for a particular bot instance or process.

Important

BGS is currently available only in restricted release. For more information about including chat bot functionality in your eServices deployment, contact your Genesys account representative.

Each fact is based on application data attributes in a reporting event produced by BGS. BGS generates the event when the bot session ends and publishes the event as a Kafka message. Genesys Info Mart pulls the data directly from Kafka and transforms it to combine the statistics in each event into a single BGS_SESSION_FACT record. Rows are inserted once and are not updated.

The MEDIA_SERVER_IXN_GUID links the BGS_SESSION_FACT record with the CHAT_SESSION_FACT record, as well as with the related INTERACTION_FACT (IF).

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
CBS_ID	varchar(50)/nvarchar(50)	X	X		
START_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
END_TS	int		X		
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
MEDIA_SERVER_IXN_SID	nvarchar(50)		X		
INTERACTION_SDT_KEY	int		X	X	
DURATION	int		X		0
MESSAGES_SENT	int		X		0
MESSAGES_RECEIVED	int		X		0
MEDIA_TYPE_KEY	int		X	X	-2
BGS_BOT_NAME_DIM_KEY	int		X		-2
BGS_BOT_DIM_KEY	int		X		-2
BGS_SESSION_DIM_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

CBS_ID

The ID assigned by BGS to every bot instance or process connected to the Chat Server session. In combination with START_DATE_TIME_KEY, CBS_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

START_TS

The UTC-equivalent value of the date and time at which the bot session was initiated in BGS, regardless of whether the session was accepted or rejected.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session was initiated in BGS, regardless of whether it was accepted or rejected. 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 CBS_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned

as well as partitioned databases.

END_TS

The UTC-equivalent value of the date and time at which the BGS session ended or was rejected.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the BGS session ended or was rejected. 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.

TENANT_KEY

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

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate bot session details with chat session details by using the following references:

```
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID =
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND CHAT_SESSION_FACT.START_DATE_TIME_KEY =
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

You can also associate bot session details directly with interaction details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND INTERACTION_FACT.START_DATE_TIME_KEY =
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the MEDIA_SERVER_IXN_GUID field. In a partitioned database, INTERACTION_SDT_KEY in combination with

MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for the INTERACTION_FACT table.

DURATION

The duration, in milliseconds, of the BGS session.

MESSAGES_SENT

The number of messages sent by the bot in the BGS session.

MESSAGES_RECEIVED

The number of messages received by the bot in the BGS session.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. The MEDIA_TYPE_KEY references the MEDIA_TYPE dimension record where the value of the reporting data attribute matches MEDIA_TYPE.MEDIA_NAME_CODE.

BGS_BOT_NAME_DIM_KEY

The surrogate key that is used to join the BGS_BOT_NAME_DIM dimension to the fact table, to identify the name of the bot used in the session.

BGS_BOT_DIM_KEY

The surrogate key that is used to join the BGS_BOT_DIM dimension to the fact table, to identify the category and function of the bot used in the session.

BGS_SESSION_DIM_KEY

The surrogate key that is used to join the BGS_SESSION_DIM dimension to the fact table, to describe characteristics of the session.

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.

Index List

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

Index I_BGS_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.