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

Table CALLBACK_FACT

3/29/2025

Table CALLBACK_FACT

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for various ID columns modified in multi-language databases, as identified in the column descriptions); 8.5.009.20 (21 new columns added, as identified in the column descriptions); 8.5.008 (data type of DS_AUDIT_KEY increased); 8.5.003 (PUSH_DELIVERY_CONFIRMED_TS and CUSTOMER_READY_TO_START_IXN_TS added; DESIRED_TIME renamed to DESIRED_TIME_TS, which has been made mandatory)

In partitioned databases, this table is partitioned.

Each row in this table describes a callback-related event, such as a callback offer, callback cancellation, or successful callback. The facts are based on data passed from Callback applications. Rows are inserted at receipt of a callback-related event and are not updated. The SERVICE_ID links the CALLBACK_FACT record with the related IRF record. There are no associated MSF records.

Important

Whether or not rows are created for all callbacks that are offered depends on whether Genesys Info Mart receives the required KVP(s) from Genesys Mobile Services (GMS). Depending on your setup, the CALLBACK_FACT table might contain records for accepted callbacks only; in this case, certain columns might be empty or might contain default values that need to be interpreted in this context. For more information about the circumstances in which required KVPs will be sent, see Set Up Historical Reporting in the *Callback Solution Guide.*

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
ADDED_TS	int	X	X		
DS_AUDIT_KEY	numeric(19)	X	X	X	
EVENT_SEQUENCE	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
TENANT_KEY	int		X	X	-1
SERVICE_ID	varchar(255)		X		
FINAL_RECORD	int		X		0
EWT_READY_TO_START_IXN	int		X		0
EWT_WHEN_OFFERED	int		X		0
POS_READY_TO_START_IXN	int		X		0
POS_WHEN_OFFERED	int		X		0
CALLBACK_OFFER_TIME	int		X		
WAIT_AGENT_OFFLINE_TIME	int		X		0
ESTABLISH_MEDIA_IXN_TIME	int		X		0
CONN_WAITING_AGENT_TIME	int		X		0
CALLBACK_ACCEPTED_TS	int		X		0
CALLBACK_OFFERED_TS	int		X		
READY_START_MEDIA_IXN_TS	int		X		0
CUSTOMER_CONNECTED_TS	int		X		0
AGENT_ADDED_TO_IXN	int		X		0
XFER_TO_AGENT_FAILED	int		X		0
ABANDONED_WAITING	int		X		0
TIMEOUT_WAITING	int		X		0
IXN_REQ_AGENT	int		X		0
CALLBACK_OFFERED	int		X		
CALLBACK_ACCEPTED	int		X		0
CALLBACK_ATTEMPTS	int		X		0

Column	Data Type	P	M	F	DV
SERVICE_START_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
CALLBACK_OFFERS_PER_SESSION	int		X		0
LAST_CALLBACK_OFFERED_TS	int		X		0
LAST_CALLBACK_OFFER_TIME	int		X		0
CUSTOMER_PHONE_NUMBER	varchar(255)/nvarchar(255)				
DESIRED_TIME *Discontinued in release 8.5.003 (renamed to DESIRED_TIME_TS)	int				
DESIRED_TIME_TS	int		X		0
PUSH_DELIVERY_CONFIRMED_TS	int		X		0
CUSTOMER_READY_TO_START_IXN_TS	int		X		0
CALLBACK_DIM_1_KEY	int		X	X	-2
CALLBACK_DIM_2_KEY	int		X	X	-2
CALLBACK_DIM_3_KEY	int		X	X	-2
RESOURCE_KEY	int		X	X	-2
DIAL_1_TS	int				
DIAL_2_TS	int				
DIAL_3_TS	int				
DIAL_4_TS	int				
DIAL_5_TS	int				
EWT_WHEN_REJECTED	int				
CUSTOMER_ANI	varchar(20)/nvarchar(20)				
SERVICE_END_TS	int				
WAITED_BEFORE_OFFER_TIME	int				
EWT_WHEN_LAST_DIAL	int				
POS_WHEN_LAST_DIAL	int				
PRIORITY_WHEN_CB_ACCEPTED	int				
PRIORITY_WHEN_CONNECTED	int				
PRIORITY_WHEN_ANI_CONNECTED	int				
EWT_THRESHOLD_WHEN_OFFERED	int				
ORIGINATION_IXN_ID	varchar(64)				
FIRST_OUT_IXN_ID	varchar(64)				
LAST_OUT_IXN_ID	varchar(64)				
ORS_SESSION_ID	varchar(64)				
CALLBACK_DIAL_RESULTS_KEY	int			X	

Column	Data Type	P	M	F	DV
CALLBACK_DIM_4_KEY	int			X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

ADDED_TS

The UTC-equivalent value of the date and time at which the event with callback data is received.

DS_AUDIT_KEY

Modified: 8.5.008 (data type increased from 10 to 19 digits)
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The value of this field equals the audit key of the GIDB table from which the callback-related data is taken.

EVENT_SEQUENCE

The number of this event relative to other events associated with the same callback service.

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.

TENANT_KEY

Based on KVP: _CB_TENANT_DBID

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding IRF record. Use this value to restrict data access.

SERVICE_ID

Based on KVP: _CB_SERVICE_ID

The ID of the callback service request. Depending on the scenario, the value equals the ID of the GMS service instance or ID of the ORS session.

The value allows you to associate interaction details with the callback details by using the following references:

CALLBACK_FACT.SERVICE_ID = IRF_USER_DATA_GEN_1.SERVICE_ID
AND CALLBACK_FACT.START_DATE_TIME_KEY = IRF_USER_DATA_GEN_1.START_DATE_TIME_KEY

From IRF_USER_DATA_GEN_1, you can then link in the usual way to IRF records.

FINAL_RECORD

Based on KVP: _CB_FINAL_RECORD

Indicates whether this is a final record about this callback service: 0 = No, 1 = Yes.

EWT_READY_TO_START_IXN

Based on KVP: _CB_EWT_WHEN_READY_TO_START_MEDIA_IXN

The value of Expected Wait Time (EWT), in seconds, for the service request at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

EWT_WHEN_OFFERED

Based on KVP: _CB_EWT_WHEN_CALLBACK_WAS_OFFERED

The value of EWT, in seconds, at the time the callback was offered.

POS_READY_TO_START_IXN

Based on KVP: _CB_POS_WHEN_READY_TO_START_MEDIA_IXN

The customer position in the queue at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

POS_WHEN_OFFERED

Based on KVP: _CB_POS_WHEN_CALLBACK_WAS_OFFERED

The customer position in the queue at the time callback was offered.

CALLBACK_OFFER_TIME

Based on KVP: _CB_D_CALLBACK_OFFER

The duration of the callback offer, in seconds.

WAIT_AGENT_OFFLINE_TIME

Based on KVP: _CB_D_WAITING_FOR_AGENT_OFFLINE

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

ESTABLISH_MEDIA_IXN_TIME

Based on KVP: _CB_D_ESTABLISH_MEDIA_IXN

The amount of time, in seconds, it took to establish the callback interaction, such as an outbound call.

CONN_WAITING_AGENT_TIME

Based on KVP: _CB_D_CUSTOMER_CONNECTED_WAITING_FOR_AGENT

The amount of time, in seconds, the customer was waiting to be connected to the agent after the callback interaction was established.

CALLBACK_ACCEPTED_TS

Based on KVP: _CB_T_CALLBACK_ACCEPTED

The UTC timestamp at the time the callback offer was accepted.

CALLBACK_OFFERED_TS

Based on KVP: _CB_T_CALLBACK_OFFERED

The UTC timestamp at the time the callback was offered.

READY_START_MEDIA_IXN_TS

Based on KVP: _CB_T_READY_TO_START_MEDIA_IXN

The UTC timestamp at the time the contact center was ready to start the callback interaction. The value matches the time of either an outbound dialing attempt or a push notification prompting the customer to start a call or chat session.

CUSTOMER_CONNECTED_TS

Based on KVP: _CB_T_CUSTOMER_CONNECTED

The UTC timestamp at the time the customer was reconnected to the contact center and started waiting for an agent to be connected.

AGENT_ADDED_TO_IXN

Based on KVP: _CB_N_AGENT_ADDED_TO_IXN

Indicates whether the agent was successfully added to the callback interaction: 0 = No, 1 = Yes.

XFER_TO_AGENT_FAILED

Based on KVP: _CB_N_TRANSFER_TO_AGENT_FAILED

Number of times the callback interaction failed to transfer to the agent.

ABANDONED_WAITING

Based on KVP: _CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT

Indicates whether the customer abandoned the callback interaction while waiting to be connected to an agent: 0 = No, 1 = Yes.

TIMEOUT_WAITING

Based on KVP: _CB_N_TIMEOUT_WHILE_WAITING_FOR_AGENT

Indicates whether the customer was disconnected because the timeout for waiting for an agent was reached: 0 = No, 1 = Yes.

IXN_REQ_AGENT

Based on KVP: _CB_N_IXN_REQ_AGENT

For internal use.

CALLBACK_OFFERED

Based on KVP: _CB_N_CALLBACK_OFFERED

Indicates whether callback was offered, at least once, during the session: 0 = No, 1 = Yes.

CALLBACK_ACCEPTED

Based on KVP: _CB_N_CALLBACK_ACCEPTED

Indicates whether a callback offer was accepted: 0 = No, 1 = Yes.

CALLBACK_ATTEMPTS

Based on KVP: _CB_N_CALLBACK_MEDIA_ATTEMPTS

The total number of callback attempts or notifications, both successful and unsuccessful.

SERVICE_START_TS

Based on KVP: _CB_T_SERVICE_START

The UTC timestamp at the time the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

START_DATE_TIME_KEY

Based on KVP: _CB_T_SERVICE_START

This is the DATE_TIME_KEY equivalent of the SERVICE_START_TS value.

CALLBACK_OFFERS_PER_SESSION

Based on KVP: _CB_N_CALLBACK_OFFERS_PER_SESSION

The number of times a callback was offered to the customer during the current interaction.

LAST_CALLBACK_OFFERED_TS

Modified: 8.5.008 (default value added)
Based on KVP: _CB_T_LAST_CALLBACK_OFFERED

The UTC timestamp of the final callback offer during the current interaction.

LAST_CALLBACK_OFFER_TIME

Based on KVP: _CB_D_LAST_CALLBACK_OFFER

The duration, in seconds, of the final callback offer.

CUSTOMER_PHONE_NUMBER

Based on KVP: _CB_CUSTOMER_PHONE_NUMBER

The customer phone number that was used for the callback interaction, if available.

DESIRED_TIME

Discontinued: Release 8.5.003 (renamed to DESIRED_TIME_TS)

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK_ACCEPTED_TS value.

DESIRED_TIME_TS

Introduced: Release 8.5.003 (renamed from DESIRED_TIME)
Based on KVP: _CB_T_DESIRED_TIME

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK_ACCEPTED_TS value.

PUSH_DELIVERY_CONFIRMED_TS

Introduced: Release 8.5.003
Based on KVP: _CB_T_PUSH_DELIVERY_CONFIRMED

The UTC timestamp at the time the application confirmed receipt of push notification. This field is populated for Inbound Callback scenarios.

CUSTOMER_READY_TO_START_IXN_TS

Introduced: Release 8.5.003
Based on KVP: _CB_T_CUSTOMER_READY_TO_START_MEDIA_IXN

The UTC timestamp at the time the customer is ready to start the callback interaction. This field is populated for Inbound Callback scenarios. Typically, the value is set to the time when the application sends a request for an access number to dial and an access code to match the call. In cases when no special confirmation is sent about push delivery, this value is the same as _CB_T_PUSH_DELIVERY_CONFIRMED.

Note: Genesys recommends to use a separate confirmation for push delivery.

CALLBACK_DIM_1_KEY

The surrogate key that is used to join the CALLBACK_DIM_1 dimension to the fact table, by the record

ID.

CALLBACK_DIM_2_KEY

The surrogate key that is used to join the CALLBACK_DIM_2 dimension to the fact table, by the record ID.

CALLBACK_DIM_3_KEY

The surrogate key that is used to join the CALLBACK_DIM_3 dimension to the fact table, by the record ID.

RESOURCE_KEY

Based on KVP: _CB_DIM_VQ_DBIDand _CB_DIM_VQ

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the virtual queue where the callback request was waiting for execution.

DIAL_1_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_1

The UTC timestamp of the first dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_2_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_2

The UTC timestamp of the second dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_3_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_3

The UTC timestamp of the third dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_4_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_4

The UTC timestamp of the fourth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_5_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_5

The UTC timestamp of the fifth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_WHEN_REJECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_OFFER_EWT_INBOUND_VQ

Estimated Wait Time for the queue where rejected callbacks and calls not offered callbacks are being placed. This value is identical to EWT_WHEN_OFFERED if the same Virtual Queue is used to place accepted callbacks.

If the KVP is missing from UserEvents, the value of this field is 0.

CUSTOMER_ANI

Introduced: Release 8.5.009.20
Based on KVP: _CB_CUSTOMER_ANI

The ANI of the customer for in-queue scenarios. This value might match CUSTOMER_PHONE_NUMBER if the same number is confirmed or entered, or the field might be empty if the ANI is not detected.

SERVICE_END_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_SERVICE_END

The UTC timestamp at the time the callback service was completed or terminated.

If the KVP is missing from UserEvents, the value of this field is 0.

WAITED_BEFORE_OFFER_TIME

Introduced: Release 8.5.009.20
Based on KVP: _CB_D_CUSTOMER_WAITED_BEFORE_OFFER

The amount of time, in seconds, the customer waited in the queue before a callback was offered.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_WHEN_LAST_DIAL

Introduced: Release 8.5.009.20
Based on KVP: _CB_EWT_WHEN_READY_TO_START_LAST_MEDIA_IXN

EWT, in seconds, at the time the last callback dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

POS_WHEN_LAST_DIAL

Introduced: Release 8.5.009.20
Based on KVP: _CB_POS_WHEN_READY_TO_START_LAST_MEDIA_IXN

The position of the callback in the queue at the time the last dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_CB_ACCEPTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_WHEN_CALLBACK_ACCEPTED

The priority of the interaction (real or virtual) at the time the callback offer was accepted.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_C_CONNECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_WHEN_CUSTOMER_CONNECTED

The priority of the virtual interaction at the time the customer was connected.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_A_CONNECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_AT_THE_END_OF_ONLINE_WAIT

The priority of the virtual interaction at the time the customer was connected to the agent. If the customer abandoned the call while waiting in the queue, then this value is the priority of the call at the time the customer disconnected.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_THRESHOLD_WHEN_OFFERED

Introduced: Release 8.5.009.20
Based on KVP: _CB_EWT_THRESHOLD_WHEN_OFFERED

The value of the EWT threshold the callback application used to decide whether the callback offer should be made.

If the KVP is missing from UserEvents, the value of this field is 0.

ORIGINATION_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_ORIGINATION_IXN_ID

The ID of the interaction for which the callback was originally offered and accepted. For voice calls, this is the call ID of the original inbound call. For chat scenarios, this is the chat interaction ID.

FIRST_OUT_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_FIRST_OUT_IXN_ID

The call ID of the first outbound call created by the callback module.

LAST_OUT_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_LAST_OUT_IXN_ID

The call ID of the last outbound call created by the callback module.

ORS_SESSION_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_ORS_SESSION_ID

The Orchestration Server (ORS) session ID used to manage the callback. If multiple sessions were used (for example, because an ORS session terminated unexpectedly during the callback), the last session ID is reported.

CALLBACK_DIAL_RESULTS_KEY

Introduced: Release 8.5.009.20
The surrogate key that is used to join the CALLBACK_DIAL_RESULTS dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

CALLBACK_DIM_4_KEY

Introduced: Release 8.5.009.20
The surrogate key that is used to join the CALLBACK_DIM_4 dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

No indexes are defined.

Subject Areas

- Facts — Represents the relationships between subject area facts.