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

Table CTL_GDPR_HISTORY

3/24/2025

# Table CTL_GDPR_HISTORY

## Description

**Introduced:** 8.5.010
**Modified:** 8.5.015.19 (scope extended to include
ROUTING_TARGET.TARGET_OBJECT_SELECTED); 8.5.010.16 (scope extended to cover employee
GDPR requests)

In partitioned databases, this table is not partitioned.

This table provides details about General Data Protection Regulation (GDPR) "export" or "forget" requests that were processed successfully. A row is added to this table for each field that might have contained an instance of personally identifiable information (PII) specified in the customer-provided JSON file.

The following tables and columns potentially contain PII:

| Table | Column |
|---|---|
| **For Consumer GDPR Requests** | |
| INTERACTION_FACT | SOURCE_ADDRESS<br>TARGET_ADDRESS |
| INTERACTION_RESOURCE_FACT | TARGET_ADDRESS |
| IXN_RESOURCE_STATE_FACT | TARGET_ADDRESS |
| CONTACT_ATTEMPT_FACT | CONTACT_INFO<br>RECORD_FIELD_* |
| CALLBACK_FACT | CUSTOMER_ANI<br>CUSTOMER_PHONE_NUMBER |
| CDR_FACT | ANI<br>DNIS |
| LDR_FACT | CLIENT_ID<br>CONTACT_INFO |

Table CTL_GDPR_HISTORY

| Table | Column |
|---|---|
| SDR_CUST_ATRIBUTES_FACT | ATRIBUTE_VALUE |
| SDR_SESSION_FACT | ANI |
| SDR_SURVEY_TRANSCRIPT_FACT | TRANSCRIPTION |
| Custom user data fact tables (e.g., IRF_USER_DATA_CUST_1) | CUSTOM_DATA_* |
| **For Employee GDPR Requests** | |
| GIDB_GC_AGENT | USERNAME<br><br>EMPLOYEEID<br>FIRSTNAME<br>LASTNAME<br>EMAIL |
| RESOURCE_ | RESOURCE_NAME<br><br>EMPLOYEE_ID<br>AGENT_FIRST_NAME<br>AGENT_LAST_NAME |
| ROUTING_TARGET<br><br>(starting with release 8.5.015.19) | TARGET_OBJECT_SELECTED |

For audit purposes, a value of "NULL" in a record indicates that the field was evaluated for a particular instance of PII and was found to be empty.

By default, data is retained in the CTL_GDPR_HISTORY table for 15 days. You can configure the days-to-keep-gdpr-history option to specify a different retention period, up to 30 days.

For more information about Genesys Info Mart support for GDPR compliance, see General Data Protection Regulation (GDPR) and Genesys Info Mart Support for GDPR in the *Genesys Security Deployment 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

Table CTL_GDPR_HISTORY

| Column | Data Type | P | M | F | DV |
|--------|-----------|---|---|---|-----|
| CONSUMER_ID | varchar(255)/nvarchar(255) | | X | | |
| FACT_ID | varchar(255)/nvarchar(255) | | | | |
| TABLE_NAME | nvarchar(64) | | X | | |
| COLUMN_NAME | nvarchar(64) | | X | | |
| KEY_NAME | nvarchar(255) | | | | |
| KEY_VALUE | nvarchar(4000) | | | | |
| AUDIT_KEY | numeric(19) | | | X | |
| TENANT_KEY | int | | X | X | 0 |
| FORGET | numeric(1) | | X | | 0 |
| CREATED_TS | int | | X | | |

## CONSUMER_ID

The instance of PII that was searched for. The value is derived from one of the following consumer- or employee-identifying attributes in the customer-provided JSON input file:

- For consumers:
    - "phone"
    - "email"
- For employees:
    - "username"

## FACT_ID

The ID of the table record in which the PII was found. A value of NULL indicates that a particular table was evaluated for that PII and no instance was found.

## TABLE_NAME

The name of the table that was evaluated for PII. (See the table description above for possible values.)

## COLUMN_NAME

The name of the column that was evaluated for PII. (See the table description above for possible values.)

## KEY_NAME

The name of the custom user data KVP key or custom Outbound Contact Server (OCS) record field that the customer has identified might contain PII and, therefore, has specified in the "gim-attached-data" element in the JSON input file. For example, while consumers are identified in Genesys Info Mart only by phone number or email address, custom KVPs or record fields might contain PII such as a name, Social Security number, or mailing address. The custom key would already have been mapped to a custom user data table and column or a RECORD_FIELD_* column in the CONTACT_ATTEMPT_FACT table, when you configured your Genesys Info Mart deployment.

In Genesys Engage cloud deployments, this column might also specify a non-custom KEY_NAME, such as "TRANSCRIPTION."

## KEY_VALUE

The value of the custom user data KVP or custom OCS record field that contained the PII.

## AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key is used for data lineage purposes.

## TENANT_KEY

The surrogate key that is used to join the TENANT dimension to other tables in the Info Mart database.

## FORGET

Indicates whether the PII was processed for a "forget" request: 0 = No, 1 = Yes

## CREATED_TS

The UTC-equivalent value of the date and time of row creation.

# Index List

| CODE | U | C | Description |
|---|---|---|---|
| I_CTL_GDPR_H_C_ID | | | Improves search performance. |
| I_CTL_GDPR_H_CTS | | | Improves purge |

| CODE | U | C | Description |
|------|---|---|-------------|
|      |   |   | performance. |

## Index I_CTL_GDPR_H_C_ID

| Field | Sort | Comment |
|-------|------|---------|
| CONSUMER_ID | Ascending | |

## Index I_CTL_GDPR_H_CTS

| Field | Sort | Comment |
|-------|------|---------|
| CREATED_TS | Ascending | |

# Subject Areas

No subject area information available.