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

Genesys Info Mart Current

10/24/2022

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

First published: December 20, 2019

9.x This version of the Physical Data Model applies to Genesys Info Mart that is part of 9.0. For 8.5 releases of Genesys Info Mart prior to August 30, 2019, see the 8.5.0 version of this document.

Welcome to the *Physical Data Model for a Microsoft SQL Server Database* for the Current release. This document, formerly called a *Reference Manual,* acquaints you with the subject areas and tables that make up the Genesys Info Mart star schemas.

This document will help you make informed business decisions, based on the information that is collected by Genesys Info Mart. It will also help you understand how you can use the data that is collected by Genesys Info Mart to create reports. In brief, you will find the following information in this document:

- Overview and general information about the Info Mart database — Genesys Info Mart Database Schema and Genesys Info Mart Tenant User Schema and Tenant Views
- New in This Release information, including a Summary of Info Mart Schema Changes
- Descriptions of each dimensional model table and its columns and indexes — see Info Mart Tables
- Descriptions of each dimension view and its columns — see Info Mart Views
- Descriptions of important service tables and administrative views — see Info Mart Service and Staging Tables and Administrative Views
- Summary lists of:
  - Indexes
  - References
  - Partitioned tables

This document is valid only for 8.5 releases of Genesys Info Mart that are part of 9.0.

About This Document

Intended Audience

This Microsoft SQL Server Physical Data Model reference is intended for operational managers and business analysts who want to query the information that is collected by Genesys Info Mart in order to make informed business decisions. It is intended also for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information that is collected by Genesys Info Mart to create reports that support informed business decisions. In addition, system integrators and system administrators may find helpful the data in the control tables and views for data validation and troubleshooting purposes.

This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.

Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart Server gathers Info Mart data:

- P, for primary key
- M, for mandatory field
- F, for foreign key (where the term is used loosely to indicate a surrogate key reference to a field in another table, not a formal constraint)
- DV, for default value

Abbreviations for index characterizations include the following:

- U, for unique
- C, for cluster

Other Notes

In the Column List on all Table-* pages, *varchar/nvarchar* in the Data Type column means that the data type is varchar except in multi-language databases that use Unicode, in which case the data type is nvarchar.

Related Resources

Genesys Info Mart uses source data from several Genesys products. Because of this, Genesys strongly recommends that you read the following documentation in order to better understand the data that is presented in the Genesys Info Mart:

- *Genesys Info Mart Deployment Guide*
- *Genesys Info Mart Operations Guide*
- *Genesys Info Mart User's Guide*
- Database Size Estimator
- *Business Continuity Deployment Guide* (unchanged from 8.1.4)
- *Interaction Concentrator Deployment Guide*
- *Interaction Concentrator Physical Data Model* for your particular RDBMS
- Genesys Administrator Extension (GAX) Help
- Framework Configuration Manager Help (8.1)
- Genesys Technical Publications *Glossary*, which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms
- Release Notes for this product, which are available on the Genesys Documentation website

What's New in the Documentation

This document has not been updated since it was first published.

Genesys Info Mart Database

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Genesys Info Mart data resides in the Genesys Info Mart database schema. A separate Tenant User database schema can be added for each tenant as required. This page describes how data is organized and how it can be accessed through views.

> **Important**
>
> The term *voice interactions* refers to traditional telephony calls while the term *multimedia interactions* refers to interactions that are processed through Genesys eServices/Multimedia solution, including 3rd Party Media interactions.

Star Schemas

Genesys Info Mart uses multidimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved by using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are fact tables and dimension tables. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these facts are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions that are related to interactions might include the date and time at which each interaction started, the required skills for the various service types that are requested by customers, and the value of various customers to the business.

Views

Genesys Info Mart supplies read-only views for both single-tenant and multi-tenant deployments. Dimension views provide read-only access to certain configuration details. Tenant-specific views can be created by using a Genesys-provided script to give each tenant access to only its own data and

prevent users from accidentally changing the contents of the underlying database.

Indexes

Genesys Info Mart supplies out-of-box indexes to facilitate purging and transformation of data. The number of indexes would be smaller in a partitioned database where purging is based on partitions.

Genesys Info Mart Database Schema

The Genesys Info Mart database schema contains the dimensions and facts that the extract, transform, and load (ETL) loads. The schema also includes five categories of internal tables that ETL jobs use for data processing.

Genesys Info Mart Database Schema Tables

Specifically, this database schema contains the following tables:

- Dimension tables
- Fact tables
- Control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Many fact tables and the aggregate tables that come with either the Genesys historical reporting presentation layer (Genesys CX Insights [GCXI]) or the Reporting and Analytics Aggregates (RAA) package share the same dimension tables. The Genesys Info Mart ETL frequently loads the dimension and fact tables throughout the day to enable reporting on both recent and historical contact center activity. For more information, see Fact Tables and Dimension Tables.

> **Important**
>
> Genesys Info Mart database schema includes a set of dimension views, in addition to dimension tables. For a discussion of dimension views, see Dimension Views.

Whereas most control (service) tables are intended for internal purposes, certain CTL_* tables contain operational data that is helpful to system integrators and system administrators in their data validation and troubleshooting tasks. For more information, see Info Mart Service and Control Tables.

GIDB stands for Global Interaction Database. This part of the Info Mart database is designed to keep all records that are extracted from various IDBs and subsequently merged, so that coherent reporting data at the lowest level of detail is gathered from the entire contact center and stored within a single data warehouse for as long as customers require detailed data. Genesys Info Mart further processes (transforms) GIDB data to create data representations useful for end-user reports. For more information, see GIDB Tables.

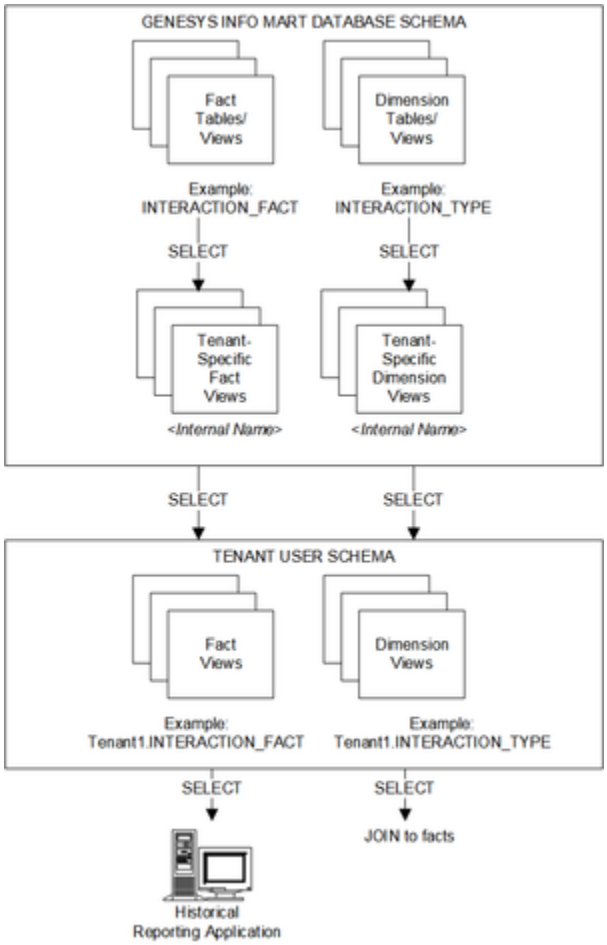
Merge tables within the Info Mart database are intended for internal purposes only. They provide

temporary storage for those interaction records that may be subject to the merge process. For more information, see Merge Tables.

Most staging (STG_*) tables are intended for internal purposes only, with the exception of two tables that are useful for troubleshooting errors in the source data that cause ETL jobs to either generate exceptions or fail. For more information, see Info Mart Service and Control Tables.

All temporary (TMP_*) tables are intended for internal purposes only. For more information, see Temporary Tables.

The fact and dimension tables are depicted in the “Info Mart Database Owner/Schema” portion of the following diagram.



Genesys Info Mart Data Organization and Tenant Views View Large

Dimension Views

The Genesys Info Mart database contains read-only views to present certain configuration details,

based on data in GIDB tables. These views provide configuration data that is not present in any tables in the dimensional model, but that Genesys Info Mart extracts to GIDB and uses for transformation of other data. Downstream reporting applications should query configuration data in Genesys Info Mart by using these views. In essence, these views are dimensions that serve the same purpose as dimension tables: to describe facts with attributes of a contact center environment.

The Genesys Info Mart database schema contains the following predefined dimension views:

- CALLING_LIST
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN
- GROUP_
- GROUP_TO_CAMPAIGN_FACT
- PLACE
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SKILL
- TENANT

The Genesys Info Mart Data Organization and Tenant Views diagram shows dimension views along with dimension tables.

User Data Tables

Genesys Info Mart provides both predefined and custom tables, to store user data supplied with interactions. This data allows interaction resource facts (IRFs) and, starting with release 8.1.2, mediation segment facts (MSFs) to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. A unified processing mechanism extracts deployment-specific business attributes from both call-based TEvents or Multimedia reporting protocol events (data that is attached by T-Server or Interaction Server, respectively) and EventUserEvents or EventCustomReporting events (data that is attached by other Genesys applications). Because the same logic is used to process these two types of data, they are collectively referred to as *user data*.

A customizable database schema enables you to treat each key-value pair (KVP) field as either a fact or a dimension and to store user-data KVPs in fact and dimension tables.

The following tables facilitate user-data processing:

- IRF_USER_DATA_KEYS
- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

The target table for storage of user data depends on whether the user-data key name is predefined or custom, and whether the value is of high or low cardinality.

- *High-cardinality* user data refers to data for which there can be a very large number of possible values. A Customer ID number is an example of high-cardinality user data.
- *Low-cardinality* user data refers to data that has a limited range of possible values; there may be

multiple values of a specific type for a single interaction. Customer segment, service type, and service subtype are good examples of low-cardinality user data.

The following dimension, fact, and fact extension tables store user data:

- INTERACTION_DESCRIPTOR — This table is provided with the default schema to store Genesys-defined, low-cardinality KVPs, such as service type and customer segment. This table requires no customization.
- IRF_USER_DATA_GEN_1 — This table is provided with the default schema to store Genesys-defined, high-cardinality KVPs, such as case ID and customer ID. This table requires no customization.
- IRF_USER_DATA_CUST_* — Any number of IRF_USER_DATA_CUST_* fact extension tables can be added to the Info Mart schema to store high-cardinality user data. Genesys provides a template script for table creation. Use database performance considerations as your major guidance in determining the number of user-data tables that you deploy in your environment.
- USER_DATA_CUST_DIM_* — Up to 800 USER_DATA_CUST_DIM_* tables can be added to the Info Mart schema to store low-cardinality user data. Genesys provides a template script for table creation. The IRF_USER_DATA_KEYS table has to be expanded accordingly to facilitate processing of low-cardinality user data.

For information about the template script and instructions on how to add custom user-data tables to the schema, refer to Preparing Custom User-Data Storage in the *Deployment Guide*.

The Deployment Guide also provides information about the CTL_UD_TO_UDE_MAPPING and CTL_UDE_KEYS_TO_DIM_MAPPING service tables that are used for configuring user-data processing and storage.

Time-Related Fields

The Genesys Info Mart model allows for uniform treatment of time references. The start and end timestamps in most fact tables represent the number of seconds that have elapsed since midnight of January 1, 1970. The start and end date and time in most tables are also stored as dimension references to the DATE_TIME dimension.

The following four columns are standard in most of the fact tables:

- START_DATE_TIME_KEY — Identifies the start of a 15-minute interval in which the fact 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 fact 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 END_TS timestamp to an appropriate time zone.
- START_TS — The date and time at which the fact began, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).
- END_TS — The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

Genesys Info Mart Tenant User Schema and Tenant Views

A Genesys-provided script, named `make_gim_view_for_tenant.sql`, is used to create read-only views to access data in the Genesys Info Mart fact and dimension tables.

The views are created in:

- Genesys Info Mart database schema, in both multi-tenant and single-tenant environments
- Tenant User database schema, in a multi-tenant environment

In a multi-tenant environment, the two types of views can be used in combination.

Views in the Genesys Info Mart Database Schema

The purpose of these views (referred to as tenant-specific views in the Genesys Info Mart Data Organization and Tenant Views diagram) is to provide read-only access to data in the Genesys Info Mart database schema for tenant users who are working only with the data for a particular tenant. A separate set of views is created for each particular tenant. When the tenant administrator creates these views by using the `make_gim_view_for_tenant.sql` script, the script generates the names for created views.

Multi-tenant deployment applications should query Genesys Info Mart data by using these read-only views, instead of querying the tables and views that reside in the Genesys Info Mart database schema.

To restrict data access in single-tenant deployments, use the same script to create a similar set of read-only views. The data organization for the Tenant User that is shown in the Genesys Info Mart Data Organization and Tenant Views diagram is applicable to single-tenant deployments in which data-access views are created.

Views in the Tenant User Database Schema

These views (shown within the Tenant User database schema in Genesys Info Mart Data Organization and Tenant Views) can be used to make data access more specific to the needs of a particular tenant user. The tenant administrator creates these views in separate Tenant User database schemas by using the same `make_gim_view_for_tenant.sql` script.

Because each tenant's data is exposed through a different database schema, tenant administrators can control user access to tenant-specific data.

Each Tenant User schema has a view on a single DATE_TIME table, so each schema supports a single time zone. To provide reports in multiple time zones, the downstream report developer must use a separate Tenant User schema for each time zone.

The Genesys Info Mart Data Organization and Tenant Views diagram shows a Tenant User schema that contains table views for only one tenant. However, to simplify deployment of the reporting solution, Genesys Info Mart supports creating table views for more than one tenant in the same Tenant User schema. Therefore, the tenant administrator does not need to create a separate Tenant User schema for each combination of time zone and tenant. Instead, the tenant administrator can include all tenants, or a group of tenants, in a single schema per time zone. For more information, see Creating Read-Only Tenant Views in the *Genesys Info Mart Deployment Guide*.

Each Tenant User database schema contains:

- Dimension views
- Fact views

The structure of the views created in the Tenant User database schema is identical to that of their underlying dimension and fact tables or views in the Genesys Info Mart database schema. For this reason, subject area diagrams and descriptions for the Tenant User views are not provided in this document.

A Tenant User database schema contains the following views, as well as additional views that are created for custom user data tables. For internal reasons in the case of some of the dimension views, the Tenant User schema includes views of both the dimension view and its underlying table.

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BGS_SESSION_FACT
- BOT_ATTRIBUTES
- BOT_INTENT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CALL_RESULT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CDR_DIM1
- CDR_FACT
- CHAT_SESSION_DIM
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_END_REASON
- COBROWSE_FACT
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_ATTEMPT_FACT
- CONTACT_INFO_TYPE

- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_FACT
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_FACT
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIATION_SEGMENT_FACT
- 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_ACTIVITIES_FACT
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_BOTS_FACT
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_CUST_ATRIBUTES_FACT
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_FACT
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SESSION_FACT
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_FACT
- SDR_SURVEY_I1
- SDR_SURVEY_I2

- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
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- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUT
- 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
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

New in the Info Mart Database

The following pages supplement the New in 8.5.x Releases pages in the *Deployment Guide,* to provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 and 8.5.1 releases, starting with the most recent release:

- New in Release 8.5.1
- New in Release 8.5.0

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes.

Link to video

New in Release 8.5.1

This page supplements the New in Release 8.5.1 page in the *Deployment Guide,* to provide information about schema-related changes introduced in Genesys Info Mart 8.5.1 releases, starting with the most recent release. See New in Release 8.5.0 for information about earlier schema-related changes introduced in Genesys Info Mart 8.5.0 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.116.29

- **Data Export enhancements:**
  - The export job now creates multiple export chunks when the amount of data to be exported exceeds the export chunk size — for example, when there is an export backlog, such as when data is re-exported. The max-chunks-per-job configuration option enables you to specify the maximum number of export chunks. By default, the maximum number of export chunks is 10. This improvement can significantly reduce the time required to process large export backlogs. Previously, the export job exported only one chunk of data each time it ran.
  - The export job now purges exported data based on the export creation time, as indicated by the `created-ts` value in the export metadata file. Previously, the export job purged exported data based on the data generation time, as indicated by the `max-data-ts` value in the metadata file.

New in Release 8.5.116.26

- **Outbound Contact reporting enhancement** — You can now use the ocs-dial-sched-time option to specify whether Genesys Info Mart populates the CONTACT_ATTEMPT_FACT.DIAL_SCHED_TIME and DIAL_SCHED_TIME_KEY columns with the first or the last value OCS records in the **dial_sched_time** field during a contact attempt.
- **Schema change** — Two new columns, ACTIVE_FLAG and UPDATE_AUDIT_KEY, are added to the SM_MEDIA_NEUTRAL_STATE_FACT table. These columns are reserved for future use and are not populated.

New in Release 8.5.116.20

- **Data Export encryption** — Genesys Info Mart now supports encrypting the .zip files in your Data Export package. For information about enabling this feature, see About Data Export Capability.

New in Release 8.5.116.12

- A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity.
- For reporting data that Genesys Info Mart obtains from Kafka, a new table, CTL_PRODUCER_INFO, stores information about the version of the upstream application or service that produced the Kafka data. A new column, PRODUCER_INFO_KEY, in the CTL_AUDIT_LOG table enables you to trace the Kafka data lineage and is useful for troubleshooting purposes.
- A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use.

New in Release 8.5.0

This page supplements the New in Release 8.5.0 page in the *Deployment Guide,* to provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 releases, starting with the most recent release. See New in Release 8.5.1 for information about subsequent schema-related changes introduced in Genesys Info Mart 8.5.1 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.015.19

- New tables support reporting on voice bot and chat bot activity orchestrated with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises deployments.) The following tables have been added:
  - SDR_BOTS_FACT
  - BOT_ATTRIBUTES
  - BOT_INTENT

    The new tables are included in Data Export.
- In preparation for future support of alternative data streams, a new column, PRODUCER_BATCH_ID, has been added to a number of *_FACT and GIDB tables. The column is reserved for internal use.
- General Data Protection Regulation (GDPR) processing now includes the TARGET_OBJECT_SELECTED column in the ROUTING_TARGET table. The description of the CTL_GDPR_HISTORY table has been updated accordingly.

New in Release 8.5.015.14

- A new column, GVP_SESSION_ID, has been added to the IRF_USER_DATA_GEN_1 table for internal purposes.

New in Release 8.5.015.07

- **Outbound Contact reporting enhancement** — By default, Genesys Info Mart now creates a single, aggregated CONTACT_ATTEMPT_FACT (CAF) record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID. Previously, Genesys Info Mart created a separate CAF record for each call

attempt dialed as part of multiple attempts to reach a customer. If you want to retain the previous behavior, set the ocs-caf-aggregates-calls option to `false`.

A new index on the GIDB_GOX_CHAIN_CALL table enables the new behavior.

The new behavior affects when CAF records are created, as well as population of the CALLID field.

- **Miscellaneous**
  - The size of the SCRIPT column in the GIDB_GC_GROUP table has been increased from 255 to 1024 characters. However, note that the length of SCRIPT values remains effectively limited to 255 characters until ICON supports longer values in GC_GROUP.SCRIPT in IDB.
  - The size of the CALL_ID column in the CDR_FACT table has been increased from 64 to 255 characters. (The CDR_FACT table is reserved for future use.)

New in Release 8.5.014.34

- **Enhanced support for Unicode in Microsoft SQL Server** — In Microsoft SQL Server deployments with single-language databases, the data types of some columns in certain dimension tables have been changed from `varchar` to `nvarchar`, to extend support of Unicode characters in single-language databases.

  Columns in the following tables were modified for single-language databases. See the Summary of Info Mart Schema Changes for a list of the applicable columns.

  AGENT_LOCATION
  ATTEMPT_DISPOSITION
  CALLBACK_DIAL_RESULTS
  CALLBACK_DIM_1
  CALLBACK_DIM_2
  CALLBACK_DIM_3
  CALL_RESULT
  CAMPAIGN_GROUP_STATE
  CDR_DIM1
  COBROWSE_END_REASON
  COBROWSE_MODE
  COBROWSE_PAGE
  COBROWSE_USER_AGENT
  CONTACT_INFO_TYPE
  DIALING_MODE
  GROUP_ANNEX
  INTERACTION_RESOURCE_STATE
  INTERACTION_TYPE
  MEDIA_TYPE
  RECORD_FIELD_GROUP_1
  RECORD_FIELD_GROUP_2
  RECORD_STATUS
  RECORD_TYPE
  REQUESTED_SKILL_COMBINATION
  RESOURCE_
  RESOURCE_ANNEX
  RESOURCE_STATE
  RESOURCE_STATE_REASON
  ROUTING_TARGET
  STRATEGY
  TECHNICAL_DESCRIPTOR
  TIME_ZONE
  WORKBIN

  For consistency, the sizes of the SECTIONNAME and KEYNAME columns in the GROUP_ANNEX and RESOURCE_ANNEX tables have been modified in multi-language databases as well.

- **Data Export enhancements** — To improve support for scenarios where data is exported from a PostgreSQL or Oracle Info Mart database and subsequently imported into a Microsoft SQL Server target database:
  - The **update_target_*.sql** scripts for Microsoft SQL Server have been modified to be compatible with a case-sensitive Microsoft SQL Server collation.
  - The sizes of all columns in the target database schemas defined in the applicable **update_target_*.sql** scripts are now the same across all RDBMS platforms. Previously, to ensure that indexes did not exceed Microsoft SQL Server size limits, the sizes of many dimension columns in the target database schema defined for Microsoft SQL Server were reduced.

    The sizes of the following columns have changed in the **update_target_*.sql** scripts for Microsoft SQL Server:

    INTERACTION_DESCRIPTOR
    CUSTOMER_SEGMENT
    SERVICE_TYPE
    SERVICE_SUBTYPE
    BUSINESS_RESULT
    POST_CALL_SURVEY_DIM_2
    SURVEY_SQ1
    SURVEY_SQ2
    POST_CALL_SURVEY_DIM_3
    SURVEY_SQ3
    SURVEY_SQ4
    SURVEY_SQ5
    SURVEY_SQ6
    SURVEY_SQ7
    POST_CALL_SURVEY_DIM_4
    SURVEY_SQ8
    SURVEY_SQ9
    SURVEY_SQ10
    USER_DATA_CUST_DIM_1
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    USER_DATA_CUST_DIM_2
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    SDR_GEO_LOCATION
    COUNTRY_NAME
    REGION
    TIMEZONE
    SDR_SURVEY_S1
    SQ1

SQ2
SQ3
SQ4
SQ5
SDR_SURVEY_S2
SQ6
SQ7
SQ8
SQ9
SQ10
SDR_SURVEY_QUESTIONS_I1
IQ1
IQ2
IQ3
IQ4
IQ5
SDR_SURVEY_QUESTIONS_I2
IQ6
IQ7
IQ8
IQ9
IQ10
SDR_SURVEY_QUESTIONS_S1
SQ1
SQ2
SQ3
SQ4
SQ5
SDR_SURVEY_QUESTIONS_S2
SQ6
SQ7
SQ8
SQ9
SQ10
USER_DATA_GEN_DIM_1
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5
USER_DATA_GEN_DIM_2
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5

Note: If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

- In the **update_target_*.sql** scripts for Microsoft SQL Server, the data types of the following columns in various GIDB tables have been changed from `varchar` to `nvarchar`:

GIDB_GC_CALLING_LIST.NAME
GIDB_GC_CALLING_LIST.DESCRIPTION
GIDB_GC_CAMPAIGN.NAME
GIDB_GC_CAMPAIGN.DESCRIPTION
GIDB_GC_FOLDER.NAME
GIDB_GC_GROUP.SCRIPT
GIDB_GC_GROUP.NAME
GIDB_GC_LOGIN.LOGINCODE
GIDB_GC_PLACE.NAME
GIDB_GC_SKILL.NAME
GIDB_GC_TENANT.NAME

New in Release 8.5.014.26

- **Support for Asynchronous interactions in Advanced Chat deployments** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on Asynchronous interactions that are placed into a parking queue. Two new columns, PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION, have been added to the CHAT_SESSION_FACT table.
- **Miscellaneous** — The names of the KVPs that populate the USER_DATA_GEN_DIM_* tables have been changed in the out-of-box CTL_UD_TO_UDE_MAPPING table, to avoid confusion with placeholder names for custom KVPs mapped in the **make_gim_UDE_template** SQL scripts. The tables, which were introduced in the previous release, are reserved for internal use.

New in Release 8.5.014.19

- **Reporting on agent location** — A new dimension table, AGENT_LOCATION, records locations of agents for both voice and multimedia login sessions. A new column, AGENT_LOCATION_KEY, in the SM_RES_SESSION_FACT table, is a surrogate key that you can use to join the SM_RES_SESSION_FACT to the AGENT_LOCATION dimension. The key is used to indicate the agent's specific location for the summarized resource session, by agent and media type.
- **Miscellaneous schema enhancements**:
  - To enhance reporting on Genesys Predictive Routing, two new columns in the GPM_FACT table — VQ_GUID and VQ_RESOURCE_KEY — enable you to join GPM_FACT to MEDIATION_SEGMENT_FACT.

Use this join to make information about virtual queues (VQs) that participate in Predictive Routing interactions available in reports.

- Two new dimension tables, USER_DATA_GEN_DIM_1 and USER_DATA_GEN_DIM_2, have been added to the Info Mart schema to store out-of-box user data for internal use. Corresponding keys, USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2, have been added to the IRF_USER_DATA_KEYS table, accordingly.

New in Release 8.5.014.09

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, a new Info Mart dimension table, GPM_DIM1, and nine new columns in the GPM_FACT table store the new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher. In addition, the values provided in some existing KVPs have been modified.
  For more information about the reporting KVPs sent by GPR, see Integrate with Genesys Reporting in the GPR *Deployment and Operations Guide.*
- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:
  - New tables, CHAT_THREAD_FACT and MEDIA_ORIGIN, store data for chat thread statistics.
  - A new column in the CHAT_SESSION_FACT table, THREAD_ID, has been included for future use, to associate chat session with chat thread reporting.

New in Release 8.5.013.06

- **Enhanced omnichannel reporting** — Two new columns in the SM_MEDIA_NEUTRAL_STATE_FACT table, END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY, enhance support for reporting across all media channels.
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or other monitoring purposes, new CDR_* tables have been added to the Info Mart database schema. The **make_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR_* tables are populated in cloud deployments, they are considered reserved for internal use.

New in Release 8.5.012.15

- In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher, Genesys Info Mart now supports reporting on Co-browse sessions. The following fact and dimension tables, which were originally added to the Info Mart schema in release 8.5.011.14, are no longer reserved:
  - COBROWSE_END_REASON
  - COBROWSE_FACT

- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT

- In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. The following new tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), store relevant fact and dimension data:
  - LDR_FACT
  - LDR_CAMPAIGN
  - LDR_DEVICE
  - LDR_GROUP
  - LDR_LIST
  - LDR_POSTAL_CODE
  - LDR_RECORD

  The LDR_* tables are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

  Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized. For links to more information about CX Contact historical reporting, see the New in Release 8.5.012 item in the *Genesys Info Mart 8.5 Deployment Guide*.

New in Release 8.5.011.18

- The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1 to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

New in Release 8.5.011.14

- In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart supports detailed reporting on asynchronous (async) chat sessions.

  The following new columns have been added to the CHAT_SESSION_FACT and CHAT_SESSION_DIM tables, to store async chat statistics in the Info Mart dimensional model database schema:
  - CHAT_SESSION_FACT.ASYNC_DORMANT_COUNT
  - CHAT_SESSION_FACT.ASYNC_DORMANT_DURATION
  - CHAT_SESSION_FACT.ASYNC_IDLE_COUNT
  - CHAT_SESSION_FACT.ASYNC_IDLE_DURATION
  - CHAT_SESSION_FACT.ACTIVE_IDLE_COUNT
  - CHAT_SESSION_FACT.ACTIVE_IDLE_DURATION
  - CHAT_SESSION_FACT.HANDLE_COUNT
  - CHAT_SESSION_FACT.HANDLE_DURATION
  - CHAT_SESSION_DIM.ASYNC_MODE

  For links to more information about async chat historical reporting, see the New in Release 8.5.011.14 item in the *Genesys Info Mart 8.5 Deployment Guide*.

- Database schema improvements related to user data processing are as follows:
  - The index on the START_DATE_TIME_KEY (I_*_SDT) in the user data tables is now defined for partitioned databases. The index improves the performance of the export job, for which purpose the export job will add the index, when necessary, to existing databases at runtime. Previously, the indexes were added to the IRF_USER_DATA_GEN_1, IRF_USER_DATA_KEYS, and

IRF_USER_DATA_CUST_* tables in the schema-creation script for nonpartitioned databases (**make_gim_UDE_template.sql**), but not in the script for partitioned databases (**make_gim_UDE_template_partitioned.sql**).

- To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF_USER_DATA_KEYS table are added as nullable and without default values.

- The STG_TRANSFORM_DISCARDS.TABLE_NAME column has been increased from 30 to 255 characters.
- In preparation for future support of a new data source, the following new tables have been added to the Info Mart database schema:
  - COBROWSE_FACT
  - COBROWSE_END_REASON
  - COBROWSE_MODE
  - COBROWSE_PAGE
  - COBROWSE_USER_AGENT

New in Release 8.5.011

- In eServices deployments with Chat Server release 8.5.203.09 or higher, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. In deployments that include Bot Gateway Server (BGS) release 9.0.002 or higher, Genesys Info Mart also supports reporting on chat bot activity. (BGS is currently available only in restricted release.)

  The following new tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), store chat- and BGS-related data:

  - CHAT_SESSION_FACT
  - CHAT_SESSION_DIM
  - BGS_SESSION_FACT
  - BGS_SESSION_DIM
  - BGS_ BOT_DIM
  - BGS_ BOT_NAME_DIM

  A control table, CTL_XML_CONFIG, is used internally to map Chat Server KVPs and BGS reporting data attributes to the respective CHAT_* and BGS_* tables during transformation.

  For links to more information about chat session and chat bot historical reporting, see the New in Release 8.5.011 item in the *Genesys Info Mart 8.5 Deployment Guide.*

- To improve the robustness of queries that involve the GPM_FACT table (for example, when converting from a nonpartitioned to a partitioned database), the START_DATE_TIME_KEY is now part of the composite primary key for the GPM_FACT table in nonpartitioned as well as partitioned databases.

New in Release 8.5.010.16

- Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the CTL_GDPR_HISTORY history table has been similarly extended.
- The UPDATE_AUDIT_KEY column was added to the following tables:
  CALLBACK_FACT
  GPM_FACT
  SDR_ACTIVITIES_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

  For tables that might contain personally identifiable information (PII), the presence of the audit key enables enhanced GDPR

support in deployments that include the Data Export feature.

New in Release 8.5.010

- To enable customers to comply with General Data Protection Regulation (GDPR) Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart exports or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. New control tables (CTL_GDPR_HISTORY, CTL_GDPR_HWM, CTL_KEY_TO_CAF_MAPPING) and a number of new temporary (TMP_*) tables support this functionality. The CTL_GDPR_HISTORY table reports the actual PII data that was requested for export or was redacted because of a "forget" request.
- In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. In preparation for future support of these alternative data channels, the following schema changes have been made:
  - A new column in the CTL_TRANSFORM_HISTORY table, HWM_VALUE2, provides supplemental information for HWMs that might require nonnumeric values for context.
  - In Microsoft SQL Server deployments, the data types of some columns in the following dimension tables have changed, to support Unicode characters in both single- and multi-language databases.

    CALLBACK_DIM_1
    CALLBACK_DIM_2
    CALLBACK_DIM_3
    GPM_MODEL
    GPM_PREDICTOR
    GPM_RESULT
    INTERACTION_DESCRIPTOR
    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
    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_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_STATUS
    SDR_USER_INPUT
    USER_DATA_CUST_DIM_1

    For a summary of whether the changes occurred only in single-language databases, only in multi-language databases, or in both, see What's New in the Documentation. For full details about the changes, see the table descriptions.

    > **Important**
    >
    > Because of the schema changes, Genesys strongly recommends that Microsoft SQL Server deployments for Genesys Info Mart 8.5.010 or higher use Microsoft SQL Server 2016 or later supported version. See Microsoft SQL Server Considerations in the *Deployment Guide* for more information.

- In multi-language Microsoft SQL Server databases, to correct data type inconsistencies between IDs that might be used for joins, the data types of the following columns have been changed from `nvarchar` to `varchar`:

  CALLBACK_FACT.ORIGINATION_IXN_ID
  CALLBACK_FACT.FIRST_OUT_IXN_ID
  CALLBACK_FACT.LAST_OUT_IXN_ID
  CALLBACK_FACT.ORS_SESSION_ID
  GPM_FACT.MEDIA_SERVER_IXN_GUID
  SDR_ACTIVITIES_FACT.SESSION_ID
  SDR_SURVEY_FACT.SESSION_ID
  SDR_SURVEY_FACT.INTERACTION_ID
  SDR_SURVEY_TRANSCRIPT_FACT.SESSION_ID

- To extend Unicode support for user input in multi-language Microsoft SQL Server databases, the data types of the UTTERANCE and INTERPRETATION columns in the SDR_USER_INPUTS_FACT table have been changed from `varchar` to `nvarchar`.

New in Release 8.5.009.20

- New tables and columns, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), extend support for Callback reporting by providing more data about dialing attempts and dial results.
  - Two new dimension tables, CALLBACK_DIAL_RESULTS and CALLBACK_DIM_4, have been added.
  - The following columns have been added to the CALLBACK_FACT table:

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL
CALLBACK_DIM_4_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_A_CONNECTED
CUSTOMER_ANI	FIRST_OUT_IXN_ID	PRIORITY_WHEN_C_CONNECTED
DIAL_1_TS through DIAL_5_TS	LAST_OUT_IXN_ID	PRIORITY_WHEN_CB_ACCEPTED
EWT_THRESHOLD_WHEN_OFFERED	ORIGINATION_IXN_ID	SERVICE_END_TS
	ORS_SESSION_ID	WAITED_BEFORE_OFFER_TIME

The columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs. For more information about the KVPs that GMS supports, see Genesys Mobile Services (GMS) — for Callback in the *Genesys Info Mart Deployment Guide.*

> **Important**
>
> If you use the Data Export feature, ensure that you modify your target database schema and import processing to match the Info Mart schema changes.

- The index I_GPM_FACT_SDT, on the START_DATE_TIME_KEY in the GPM_FACT table, is now defined for partitioned databases. The index improves the performance of queries that are bounded by time. Previously, the index was added to the GPM_FACT table in the schema-creation script for nonpartitioned databases (**make_gim.sql**), but not in the script for partitioned databases (**make_gim_partitioned.sql**).

New in Release 8.5.009

- In premise deployments, Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. The following new **GPM_*** tables in the Info Mart schema store GPR-related data:
  - GPM_FACT
  - GPM_RESULT
  - GPM_PREDICTOR

  - GPM_MODEL
- Audit keys were added to the CTL_TRANSFORM_HWM and CTL_TRANSFORM_HISTORY control tables, as well as to a number of staging tables.

New in Release 8.5.008.29

- The following new SDR_* fact and dimension tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), have been added:
  - SDR_SURVEY_FACT
  - SDR_SURVEY_QUESTIONS
  - SDR_SURVEY_ANSWERS
- In deployments that support Session Detail Record (SDR) reporting, the way Genesys Info Mart stores URL values in the SDR_EXT_HTTP_REST table has changed. For more information, see SDR_EXT_HTTP_REST.URL.

New in Release 8.5.008

- The following changes have been made to CALLBACK_FACT columns: The data type of DS_AUDIT_KEY has been increased from 10 to 19 digits; a default value (0) has been added for LAST_CALLBACK_OFFERED_TS.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new column has been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_TYPE.MEDIA_TYPE.
  - The following SDR_USER_INPUTS_FACT columns have been modified: START_TS_MS is no longer mandatory; UTTERANCE and INTERPRETATION have been increased to 512 chars.
- To support internal performance improvements, additional fields have been added to indexes in the GIDB_GC_* tables.

New in Release 8.5.007

- In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. The data type for INTERACTION_FACT.SUBJECT has been extended from 255 to 1024 characters to accommodate this enhancement. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, as defined now in the user-data

template scripts (**make_gim_UDE_template*.sql**). Previously, the limit was 255 characters.

- Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make_gim_multilang.sql** or **make_gim_multilang_partitioned.sql**) uses `nvarchar` instead of `varchar` data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see Configuring for Multi-Language Support in the *Interaction Concentrator Deployment Guide*). Note that in the Unicode schema certain internally used fields, such as CTL_UD_TO_UDE_MAPPING.UDE_TABLE_NAME, retain the `varchar` data type.

> **Important**
>
> There is no migration path from an existing Info Mart database to a Unicode one. Contact Genesys Customer Care if you need assistance with data transfer.

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_ACTIVITIES_FACT, SDR_ACTIVITY, SDR_SURVEY_I1, SDR_SURVEY_I2, 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.
  - The following new columns have been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_DISPOSITION.FINAL_DISPOSITION, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I2_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S2_KEY, SDR_SURVEY_STATUS.OFFER.

New in Release 8.5.006

- A new propagation rule, **IRF_ROUTE**, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource (where additional changes might be made to the key's value).
- A new column, TARGET_ADDRESS, has been added to the INTERACTION_RESOURCE_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.
- In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

New in Release 8.5.005

- Following the initial 8.5.005 release, starting with release 8.5.005.20, a new table, SDR_SURVEY_TRANSCRIPT_FACT, has been added to the schema to support survey transcription data.
- Genesys Info Mart now supports reporting on Genesys Callback activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box.

  Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated tables, which were initially introduced in an earlier Genesys Info Mart release:

  - CALLBACK_FACT
  - CALLBACK_DIM_1
  - CALLBACK_DIM_2
  - CALLBACK_DIM_3

  Additionally, new values have been added to the following columns in conjunction with Callback support implementation:

  - OUTBOUNDCALLBACK in the INTERACTION_TYPE.INTERACTION_SUBTYPE column
  - DEFERRED and INCOMPLETE in the TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT column
  - CALLBACKACCEPTED in the TECHNICAL_DESCRIPTOR.RESULT_REASON column

  Genesys Callback reporting requires Interaction Concentrator 8.1.500.04 or higher and GMS 8.5.102.11 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the *Genesys Info Mart Deployment Guide*.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_CUST_ATRIBUTES, SDR_CUST_ATRIBUTES_FACT, SDR_SURVEY_I1, SDR_SURVEY_I2, SDR_SURVEY_S1, SDR_SURVEY_S2, SDR_SURVEY_STATUS, SDR_SURVEY_SCORES.

New in Release 8.5.004

- Genesys Info Mart now supports reporting on how much time a particular interaction was in focus (that is, actively being processed) on the agent desktop. Two new columns, FOCUS_TIME_COUNT and FOCUS_TIME_DURATION in the INTERACTION_RESOURCE_FACT (IRF) table, store focus time data. This functionality requires Workspace Desktop Edition (WDE) release 8.5.112.08 or higher and Interaction Concentrator release 8.1.507.06 or higher.
- Genesys Info Mart now stores data that enables you to determine who ended a chat session. If a customer leaves the chat session before the agent, a new flag, called CUSTOMER_LEFT_FIRST, is added to the ANCHOR_FLAGS dimension and is set in the IRF.ANCHOR_FLAGS_KEY field. For conference calls, the flag is set for each IRF record that is active when the customer left the chat session. The time when the customer left the chat, or the time when the agent stopped the chat session is stored in the IRF.IRF_ANCHOR_TS column. (IRF_ANCHOR_TS is the new name for the column that was called IRF_ANCHOR_SENT_TS in release 8.5.003 and IRF_ANCHOR_DATE_TIME_KEY prior to that.) The IRF_ANCHOR_TS column is populated in each IRF record that is active when the customer leaves the chat session. To support this functionality, Interaction Concentrator release 8.1.507.06 or higher is required.

- In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time, if so configured. Two new columns, ASM_COUNT and ASM_ENGAGE_DURATION in the IRF table, are populated based on the setting for the new configuration option, populate-irf-asm-engage-duration. (The default option value is false.) Genesys Info Mart requires that OCS attaches a special KVP, GSW_CALL_TYPE="ENGAGING", to identify engaging calls.
- To improve processing of user data that is attached during mediation, a new column, USERDATA_FLAG, has been added to the MEDIATION_SEGMENT_FACT (MSF) table. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- The field IRF.LAST_INTERACTION_RESOURCE is now supported for all media types. Release 8.5.003 supported this field only for voice interactions. Prior to release 8.5.003, this field was reserved.
- Starting with release 8.5.003.17, to distinguish an agent from other persons in a contact center, a newly introduced value, `Person`, is set in the RESOURCE_.RESOURCE_SUBTYPE column for any persons who are not agents. The previously existing value, `Agent`, is now used in the RESOURCE_.RESOURCE_SUBTYPE column only to identify Agents (that is, the resources for whom the `IsAgent` flag is set in the Person configuration object). Both subtypes are associated with the `Agent` resource type that is stored in the RESOURCE_.RESOURCE_TYPE column.

New in Release 8.5.003

- To enhance Tenant metrics to include active multimedia interactions that have not yet been handled, two new columns, ANCHOR_ID and ANCHOR_SDT_KEY, are added to the INTERACTION_FACT table. Values in these columns are derived as follows:
  - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR_ID based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same IRF record.
  - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR_ID based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same MSF record.
- To enable Unicode characters support on Oracle databases, the fields with the `varchar` data types now use the explicit `CHAR` character length semantics.
- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD_FIELD_41 through RECORD_FIELD_60) of the varchar data type are added to the CONTACT_ATTEMPT_FACT table.
- A new column, CREATE_AUDIT_KEY, has been added to the SM_MEDIA_NEUTRAL_STATE_FACT table.
- In the INTERACTION_RESOURCE_FACT table, the name of the IRF_ANCHOR_DATE_TIME_KEY column is changed to IRF_ANCHOR_SENT_TS.
- A previously reserved field, LAST_INTERACTION_RESOURCE, in the INTERACTION_RESOURCE_FACT table is now populated for voice interactions.
- New combinations in the TECHNICAL_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.

  - Completed/Archived/InConference/Unspecified
  - Completed/Archived/InConference/ConferenceInitiator
  - Completed/Archived/InConference/ConferenceJoined
  - Completed/Archived/InitiatedConsult/Unspecified
  - Completed/Archived/ReceivedConsult/Unspecified
  - Completed/Archived/ReceivedRequest/Unspecified
  - Completed/Canceled/InConference/Unspecified
  - Completed/Canceled/InConference/ConferenceInitiator
  - Completed/Canceled/InConference/ConferenceJoined
  - Completed/Canceled/InitiatedConsult/Unspecified
  - Completed/Canceled/ReceivedConsult/Unspecified
  - Completed/Canceled/ReceivedRequest/Unspecified
- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.
  - PUSH_DELIVERY_CONFIRMED_TS field has been added to the CALLBACK_FACT table.
  - CUSTOMER_READY_TO_START_IXN_TS field has been added to the CALLBACK_FACT table.
  - DESIRED_TIME field in the CALLBACK_FACT table has been renamed to DESIRED_TIME_TS.
  - A constraint, NOT NULL, has been added for the DESIRED_TIME_TS field (with a default value of 0).
- For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, new tables can be added to the Info Mart installation database by using the appropriate post-call survey script (**make_gim_post_call_survey.sql**, **make_gim_post_call_survey_partitioned.sql**, **make_gim_post_call_survey_multilang.sql**, or **make_gim_post_call_survey_multilang_partitioned.sql**).

New in Release 8.5.002

- To support reporting on media-neutral agent states, a new fact table, SM_MEDIA_NEUTRAL_STATE_FACT, stores the summarized states for each agent across all media. Population of the table is controlled by a new configuration option, **populate-media-neutral-sm-facts**. Priority of agent states relative to each other is controlled with an existing configuration option, **sm-resource-state-priority**.
- To provide Call Detail Record (CDR) data, a new database view, CDR, has been added to the Info Mart schema. The CDR view is based on the INTERACTION_RESOURCE_FACT table and MEDIA_TYPE, INTERACTION_TYPE, RESOURCE_, TECHNICAL_DESCRIPTOR, and DATE_TIME dimension tables. The DATE_TIME dimension is presented as a new CDR_DATE_TIME view, for purposes of CDR data reporting.

New in Release 8.5.001

- To assist in exporting and archiving data, audit keys (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY) have been added to user-data fact extension tables:
  - IRF_USER_DATA_CUST_1
  - IRF_USER_DATA_GEN_1
  - IRF_USER_DATA_KEYS
- To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as index-organized in Oracle).
- A new role reason and technical result reason, IntroducedTransfer, identify IRFs for agents involved in an introduced transfer. For information about when a conference qualifies as an introduced transfer, see the description of the new configuration option, introduced-transfer-threshold.
- A new interaction subtype, InternalConferenceInvite, supports simplified, more meaningful reporting on chat conferences or consultations through a queue, by identifying the subordinate interactions that the agent desktop uses to implement the interaction flow.
- Support for reporting on chat consultations affects the population of various IRF metrics. For more information, see IRF details in the section about documentation changes.
- Population of thread-related columns in the ANCHOR_FLAGS table is no longer enabled by default. A new configuration option, populate-thread-facts, controls whether thread-related metrics will be populated. Enabling this functionality might negatively impact Genesys Info Mart performance.
- The initial 8.5.001 release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition, release 8.1.402.07 included schema and configuration changes to prepare Genesys Info Mart to support additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services. The following observable changes in the Info Mart schema support functionality in a future release:
  - New SDR_* fact and dimension tables
  - A new CALLBACK_FACT table and new callback dimension tables (CALLBACK_DIM_1, CALLBACK_DIM_2, CALLBACK_DIM_3)
  - User data mapping for additional KVPs

Summary of Info Mart Schema Changes

The following table summarizes Genesys Info Mart schema changes between 8.x releases, for all supported RDBMS types. Some of the changes listed might not apply to the RDBMS you use.

> **Tip**
>
> Type in the Search box to quickly filter the table by release, table name, type of change, and so on. Alternatively, click a column header to sort the table to group entries.

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION		8.5.014.19	Table added	See table
BGS_BOT_DIM		8.5.011	Table added	See table
BGS_BOT_NAME_DIM		8.5.011	Table added	See table
BGS_SESSION_DIM		8.5.011	Table added	See table
BGS_SESSION_FACT		8.5.011	Table added	See table
BOT_ATTRIBUTES		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
BOT_INTENT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
CALLBACK_DIAL_RESULTS		8.5.009.20	Table added	See table
CALLBACK_DIM_1		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_2		8.1.402. Supported for on-premises deployments starting with	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		release 8.5.005.		
CALLBACK_DIM_3		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_4		8.5.009.20	Table added	See table
CALLBACK_FACT		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CDR_DIM1		8.5.013.06	Table added	See table
CDR_FACT		8.5.013.06	Table added	See table
CHAT_SESSION_DIM		8.5.011	Table added	See table
CHAT_SESSION_FACT		8.5.011	Table added	See table
CHAT_THREAD_FACT		8.5.014.09	Table added	See table
COBROWSE_END_REASON		8.5.011.14	Table added	See table
COBROWSE_FACT		8.5.011.14	Table added	See table
COBROWSE_MODE		8.5.011.14	Table added	See table
COBROWSE_PAGE		8.5.011.14	Table added	See table
COBROWSE_USER_AGENT		8.5.011.14	Table added	See table
CTL_GDPR_HISTORY		8.5.010	Table added	See table
GPM_DIM1		8.5.014.09	Table added	See table
GPM_FACT		8.5.009	Table added	See table
GPM_MODEL		8.5.009	Table added	See table
GPM_PREDICTOR		8.5.009	Table added	See table
GPM_RESULT		8.5.009	Table added	See table
GROUP_ANNEX		8.1.4	Table added	See table
LDR_CAMPAIGN		8.5.012.15	Table added	See table
LDR_DEVICE		8.5.012.15	Table added	See table
LDR_FACT		8.5.012.15	Table added	See table
LDR_GROUP		8.5.012.15	Table added	See table
LDR_LIST		8.5.012.15	Table added	See table
LDR_POSTAL_CODE		8.5.012.15	Table added	See table
LDR_RECORD		8.5.012.15	Table added	See table
MEDIA_ORIGIN		8.5.014.09	Table added	See table
POST_CALL_SURVEY_DIM_1		8.5.003. Supported	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		in certain deployments only.		
POST_CALL_SURVEY_DIM_2		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_3		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_4		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_5		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_6		8.5.003. Supported in certain deployments only.	Table added	See table
SDR_ACTIVITIES_FACT		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_ACTIVITY		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_APPLICATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_BOTS_FACT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
SDR_CALL_DISPOSITION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CALL_TYPE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CUST_ATRIBUTES		8.5.005. Supported in certain Genesys Engage cloud	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		deployments only.		
SDR_CUST_ATRIBUTES_FACT		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_ENTRY_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXIT_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_HTTP_REST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_FACT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_OUTCOME		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_SERVICE_OUTCOME		8.5.004. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_GEO_LOCATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT_OUTCOME		8.5.004.09. Supported in Genesys Engage	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		cloud deployments only.		
SDR_LANGUAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MESSAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MILESTONE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_SESSION_FACT		8.5.001	Table added	See table
SDR_SURVEY_ANSWERS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_FACT		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTIONS_S1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_S2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_SCORES		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_STATUS		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_TRANSCRIPT_FACT		8.5.005.20. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_USER_INPUT		8.5.004.09	Table added	See table
SDR_USER_INPUTS_FACT		8.5.004.09	Table added	See table
SDR_USER_MILESTONE_FACT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SM_MEDIA_NEUTRAL_STATE_FACT		8.5.002	Table added	See table
USER_DATA_GEN_DIM_1		8.5.014.19	Table added	See table
USER_DATA_GEN_DIM_2		8.5.014.19	Table added	See table
ANCHOR_FLAGS	CUSTOMER_LEFT_FIRST	8.5.004	Column added	See table
CALLBACK_FACT	CALLBACK_DIAL_RESULT_KEY	8.5.009.20	Column added	See table
CALLBACK_FACT	CALLBACK_DIM_4_KEY	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_ANI	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_READY_TO_START_IXN_TS	8.5.009.20	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
CALLBACK_FACT	DESIRED_TIME_TS	8.5.003 (renamed from DESIRED_TIME)	Column added	See table
CALLBACK_FACT	DIAL_1_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_2_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_3_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_4_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_5_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_THRESHOLD_WHEN_OFFERED	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_REJECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	FIRST_OUT_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	LAST_OUT_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORIGINATION_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	POS_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_A_CONNECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_CB_ACCEPTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_C_CONNECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	PUSH_DELIVERY_CONFIRMED_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	SERVICE_END_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
CALLBACK_FACT	WAITED_BEFORE_OFFER_TIME	8.5.009.20	Column added	See table
CALLING_LIST_METRIC_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CDR_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_SESSION_DIM	ASYNC_MODE	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	HANDLE_COUNT	8.5.011.14	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
CHAT_SESSION_FACT	HANDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_COUNT	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_DURATION	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_SESSION_FACT	THREAD_ID	8.5.014.09	Column added	See table
CHAT_THREAD_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	RECORD_FIELD_31 through RECORD_FIELD_60	8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)	Column added	See table
CTL_AUDIT_LOG	PRODUCER_INFO_KEY	8.5.116.12	Column added	See table
CTL_TRANSFORM_HISTORY	AUDIT_KEY	8.5.009	Column added	See table
CTL_TRANSFORM_HISTORY	FORM_VALUE2	8.5.010	Column added	See table
CTL_UD_TO_UDE_MAPPING	CONVERT_EXPRESSION	8.1.201	Column added	See table
GPM_FACT	ADJUSTED_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE_USED	8.5.014.09	Column added	See table
GPM_FACT	FINAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	GLOBAL_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	GPM_DIM1_KEY	8.5.014.09	Column added	See table
GPM_FACT	INITIAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
GPM_FACT	SUITABLE_AGENTS_COUNT	8.5.014.09	Column added	See table
GPM_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
GPM_FACT	VQ_GUID	8.5.014.19	Column added	See table
GPM_FACT	VQ_RESOURCE_KEY	8.5.014.19	Column added	See table
GROUP_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_FACT	ANCHOR_ID	8.5.003	Column added	See table
INTERACTION_FACT	ANCHOR_SDT_KEY	8.5.003	Column added	See table
INTERACTION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	ASM_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	ASM_ENGAGE_DURATION	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	FOCUS_TIME_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	FOCUS_TIME_DURATION	8.5.004	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_TS	8.5.004 (renamed from IRF_ANCHOR_SENT_TS)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_SESSIONID	8.5.116.12	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	TOR_FACT_ADDRESS	8.5.006	Column added	See table
IRF_USER_DATA_CUSTOM	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_CUSTOM	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_CUSTOM	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_C	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_C	GSW_CALL_TYPE	8.5.011.18	Column added	See table
IRF_USER_DATA_GEN_C	GVP_SESSION_ID	8.5.015.14	Column added	See table
IRF_USER_DATA_GEN_I	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_GEN_S	SERVICE_ID	8.1.402	Column added	See table
IRF_USER_DATA_GEN_S	SERVICE_START_TS	8.1.402	Column added	See table
IRF_USER_DATA_GEN_U	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_1	8.5.014.19	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_2	8.5.014.19	Column added	See table
IXN_RESOURCE_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	IRSESSIONID	8.5.116.12	Column added	See table
MEDIATION_SEGMENT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	USER_DATA_FLAG	8.5.004	Column added	See table
RESOURCE_	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
RESOURCE_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_BOTS_FACT	STEPCOUNT	8.5.116.12	Column added	See table
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.007	Column added	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.008	Column added	See table
SDR_CUST_ATRIBUTES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I1_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I2_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_S1_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_S2_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_STATUS	OFFER	8.5.007	Column added	See table
SDR_SURVEY_TRANSCRIPT_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	ACTIVE_FLAG	8.5.116.26	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	CREATE_AUDIT_KEY	8.5.003	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	END_DATE_TIME_KEY	8.5.013.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	8.5.013.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	8.5.116.26	Column added	See table
SM_RES_SESSION_FACT	AGENT_LOCATION_KEY	8.5.014.19	Column added	See table
SM_RES_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_REASON_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	DESIRED_TIME	8.5.003 (renamed to DESIRED_TIME_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_DATE_TIME_KEY	8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.004 (renamed to IRF_ANCHOR_TS)	Column discontinued	See table
SDR_SURVEY_STATUS	RECORDING	8.5.008	Column discontinued	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION	AGENT_LOCATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_1_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_2_RESULT	8.5.014.34	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	
CALLBACK_DIAL_RESULTS	DIAL_3_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_4_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_5_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			language databases)	
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_3	DISPOSITION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
CALLBACK_DIM_3	FINAL_TARGET	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_3	FINAL_TARGET	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_FACT	DS_AUDIT_KEY	8.5.008	Column modified (data type increased from 10 to 19 digits)	See table
CALLBACK_FACT	FIRST_OUT_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	LAST_CALLBACK_OFFERED_TS	8.5.008	Column modified (default value added)	See table
CALLBACK_FACT	LAST_OUT_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORIGINATION_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			databases)	
CALL_RESULT	CALL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALL_RESULT	CALL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_DIM1	DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_FACT	CALL_ID	8.5.015.07	Column modified (size of the column increased)	See table
COBROWSE_END_REASON	SESSION_END_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
COBROWSE_FACT	PAGE_QUERY	8.5.012.15	Column modified (No longer a mandatory field)	See table
COBROWSE_MODE	SEGMENT_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_DOMAIN	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_PATH	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_VER	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	CREATOR_DEVICE_BRAND	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_DEVICE_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_VER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	CREATOR_USER_AGENT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_ATTEMPT_FACT	ACTL_SCHED_TIME	8.5.116.26	Column modified (behavior changed)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.001	Column modified (IRF_INITIAL value is added).	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.006	Column modified (IRF_ROUTE value is added)	See table
DIALING_MODE	DIALING_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
DIALING_MODE	DIALING_MODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			changed from `varchar` to `nvarchar` in single-language databases)	
GPM_FACT	MEDIA_SERVER_IXN_GUID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
GPM_FACT	MESSAGE	8.5.009.20	Column modified (default value no longer defined)	See table
GPM_FACT	START_DATE_TIME_KEY	8.5.011	Column modified (added to the composite primary key in nonpartitioned databases)	See table
GPM_MODEL	MODEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_MODEL	MODEL_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR_ID	8.5.010	Column modified (in Microsoft SQL Server,data type modified in single-language databases)	See table
GPM_RESULT	CUSTOMER_FOUND	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			language databases)	
GPM_RESULT	GPM_MODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_STATUS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_USE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GROUP_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)	See table
GROUP_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			type changed in multi-language databases)	
GROUP_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_DESCRIPTOR	BUSINESS_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	CUSTOMER_SEGMENT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	SERVICE_SUBTYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	SERVICE_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_FACT	STATUS	8.5.001	Column modified (error code 26 added)	See table
INTERACTION_FACT	SUBJECT	8.5.007	Column modified (data type extended from 255 to 1024 characters)	See table
INTERACTION_RESOURCE_FACT	ACE_FLAGS_KEY	8.5.004	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(scope extended)	
INTERACTION_RESOURCE_ACD	CONSULT_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_ACD	CONSULT_RCV_RING_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_ACD	CONSULT_RCV_RING_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_ACD	CONSULT_RCV_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_ACD	CONSULT_RCV_TALK_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	LAST_INTERACTION_RESOURCE	8.5.003 and 8.5.004	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_FACT	SESSIONID	8.5.116.45	Column modified (size of the column increased)	See table
INTERACTION_RESOURCE_FACT	QUEUE_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_FACT	HOLD_POINT_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_STATE_DESCRIPTOR	STATE_DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_RESOURCE_STATE_DESCRIPTOR_COLD	STATE_DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
INTERACTION_RESOURCE_STATE	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.001	Column modified (InternalConference subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.005	Column modified (OutboundCallback subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.001	Column modified (INTERNALCONFERENCEINVITE subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.005	Column modified (OUTBOUNDCALLBACK subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
IRF_USER_DATA_CUSTH	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.005.09	Column modified (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the **make_gim_UDE_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).	See table
IRF_USER_DATA_CUSTH	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.007	Column modified (data types for CUSTOM_DATA_1	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make_gim_UDE_template*.sql**)	
MEDIATION_SEGMENT_FACT	RSESSIONID	8.5.116.45	Column modified (size of the column increased)	See table
MEDIA_TYPE	MEDIA_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
MEDIA_TYPE	MEDIA_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IAGENTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_ICALLSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_ICOMPANYSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IPRODUCTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single-language databases)	
POST_CALL_SURVEY_DIM	SURVEY_IQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ6	8.5.010	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in single-language databases)	
POST_CALL_SURVEY_DIMENSION	SURVEY_SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_IQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_IQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_IQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIMENSION	SURVEY_IQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			databases)	
POST_CALL_SURVEY_DIM	SURVEY_COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IRECOMMENDSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
RECORD_FIELD_GROUP_1	RECORD_FIELD_1_STRING_1 through RECORD_FIELD_1_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_FIELD_GROUP_2	RECORD_FIELD_2_STRING_1 through RECORD_FIELD_2_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
RECORD_TYPE	RECORD_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_TYPE	RECORD_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_AUX_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_FIRST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_LAST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
RESOURCE_	EMPLOYEE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	EXTERNAL_RESOURCE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	IVR_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_ALIAS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.003.17	Column modified (new value, `Person`, added for the `Agent` resource type)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
RESOURCE_	RESOURCE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	SWITCH_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases)	See table
RESOURCE_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			size of the nvarchar data type changed in multi-language databases)	
RESOURCE_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	HARDWARE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
RESOURCE_STATE_REASON	REASON_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	REASON_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
ROUTING_TARGET	AGENT_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	PLACE_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE_CD	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	SKILL_EXPRESSION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	TARGET_OBJECT_SELECTED	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ACTIVITY	NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_TITLE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_VERSION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_BOTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_CALL_DISPOSITION	DISPOSITION_CATEGORY	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_CALL_DISPOSITION	DISPOSITION_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	CALL_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATRIBUTES	ATRIBUTE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATRIBUTES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ENTRY_POINT	DNIS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXIT_POINT	APPLICATION_EXIT_POINT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_HTTP_REST	URL	8.5.008.29	Column modified (behavior changed)	See table
SDR_EXT_HTTP_REST	URL	8.5.010	Column modified (in Microsoft SQL	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			Server, data type modified in single-language databases)	
SDR_EXT_REQUEST	REQUEST_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST	REQUEST_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST_FACTS	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_EXT_REQUEST_OUTCOMES	OUTCOME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_SERVICE_OUTCOMES	SERVICE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_EXT_SERVICE_OUTCOMES	SERVICE_RESPONSE_DESC	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_GEO_LOCATION	REGION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	TIMEZONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_INPUT	INPUT_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT	INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SELECTED_OPTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	STRIKEOUT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SUCCESS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_LANGUAGE	LANGUAGE_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_LANGUAGE	LANGUAGE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MESSAGE	MESSAGE_FILE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MILESTONE	MILESTONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_MILESTONE	MILESTONE_PATH	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SESSION_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_ANSWERS	SURVEY_ANSWER_STR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_FACT	INTERACTION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_SURVEY_FACT	SESSION_ID	8.5.010	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in multi-language databases)	
SDR_SURVEY_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_QUESTION	QUESTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION	QID_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QID_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QID_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QID_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QID_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	SQID_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	SQID_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_S1	SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S1	SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S1	SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_S2	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_STATUS	COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	OFFER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_TRANSCRIPT	REJECTED	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in multi-language databases)	
SDR_SURVEY_TRANSCRIPT_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUT	USER_INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_INPUTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUTS_FACT	START_TS_MS	8.5.008	Column modified (no longer mandatory)	See table
SDR_USER_INPUTS_FACT	UTTERANCE	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	UTTERANCE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_MILESTONES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
STG_TRANSFORM_DISCARDS	CODE	8.5.001	Column modified (error code 26 added)	See table
STG_TRANSFORM_DISCARDS	TABLE_NAME	8.5.011.14	Column modified (data type increased from 30	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			to 255 characters)	
STRATEGY	STRATEGY_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESOURCE_ROLE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESOURCE_ROLE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESULT_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
TECHNICAL_DESCRIPTOR	RESULT_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	ROLE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	ROLE_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	TECHNICAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	TECHNICAL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	DESCRIPTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	TIME_ZONE_NAME	8.5.014.34	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	
TIME_ZONE	TIME_ZONE_NAME2	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
USER_DATA_CUST_DIM_1	DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
WORKBIN	WORKBIN_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
ATTEMPT_DISPOSITION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CALL_RESULT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_SESSION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_STATE	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CAMPAIGN_GROUP_STATE_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_ATTEMPT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_INFO_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_AUDIT_LOG	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_ETL_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_EXTRACT_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_PURGE_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_TRANSFORM_HISTORY	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CTL_UDE_KEYS_TO_DIM_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_UD_TO_UDE_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DATE_TIME	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DIALING_MODE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
GROUP_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_RESOURCE_FACT	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
INTERACTION_RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_CUSTV_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_GEN_V1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIATION_SEGMENT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIA_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_2	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
RECORD_STATUS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
REQUESTED_SKILL_COMBINATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE_REASON	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
ROUTING_TARGET	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
SDR_APPLICATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_IDB_FK_VIOLATIONS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_TRANSFORM_DISCARDS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STRATEGY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TECHNICAL_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TIME_ZONE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
USER_DATA_CUST_DIM_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
WORKBIN	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Subject Areas

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact table surrounded by the dimension tables and views that describe it.

Creating Queries

Use the lists of related tables/views on the Subject Area pages to determine how best to query the information that is stored by Genesys Info Mart. For example, to report information on the history of each place in a place group:

1. Review the Place_Group subject area list of related tables/views. The PLACE_GROUP_FACT_ table is related to dimension tables and dimension views that describe it. (As described in Dimension Views, this document provides information about the PLACE_GROUP_FACT view, not the PLACE_GROUP_FACT_ table.)
2. Construct a query that constrains the facts that are queried, based on the attributes of the dimension tables and views in the Place_Group subject area.

You can create queries that retrieve information from a single subject area. For example, you can query the tables in the Resource_Group subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject areas. For example, to determine how many interactions a particular agent group handles on a given day, you can create a query that combines information from the Resource_Group and Interaction_Resource subject areas.

As shown on the Facts subject area page, some fact tables contain direct references to other fact tables. Information from related fact tables can be used in combination. In addition, information from the following fact tables and views, which do not have direct references to each other, can be used in combination:

- INTERACTION_RESOURCE_FACT and PLACE_GROUP_FACT_
- INTERACTION_RESOURCE_FACT and RESOURCE_GROUP_FACT_
- INTERACTION_RESOURCE_FACT and RESOURCE_SKILL_FACT_

> **Important**
>
> Please refer to the specific tables and views for each subject area for complete descriptions of all the columns. The related tables and views are listed on each subject area page, or see Info Mart Tables and Info Mart Views for a complete list of links.

List of Subject Areas

The Info Mart dimensional model includes the following subject areas.

Subject Area	Description
Calling_List_Metric	Represents a snapshot of outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups as they are being loaded and unloaded.
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Facts	Represents the relationships between subject area facts.
Interaction	Represents interactions from the perspective of a customer experience.
Interaction_Resource	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 state of the associated agent resource. Each row describes one distinct media-specific agent state.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Place_Group	Represents the membership of places among place groups.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Skill	Represents the skill resumes of agent resources.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Facts Subject Area

In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.

Facts Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CALLBACK_FACT	Represents a callback-related event.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
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.
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.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and

Table/View	Description
	interaction workbins.
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.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT view	Describes an agent's skills and proficiency levels.

Calling_List_Metric Subject Area

This subject area provides a snapshot of outbound campaign calling list metrics.

Calling_List_Metric Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Calling_List_To_Campaign Subject Area

The subject area provides the associations between outbound campaign calling lists and campaigns.

Calling_List_To_Campaign Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
CAMPAIGN view	Allows facts to be described based on attributes of an outbound campaign.

Campaign_Group_Session Subject Area

This subject area represents outbound campaign groups that are being loaded and unloaded.

Campaign_Group_Session Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_State Subject Area

This subject area represents campaign groups from the perspective of states they go through, such as Loaded, Started, and Unloading.

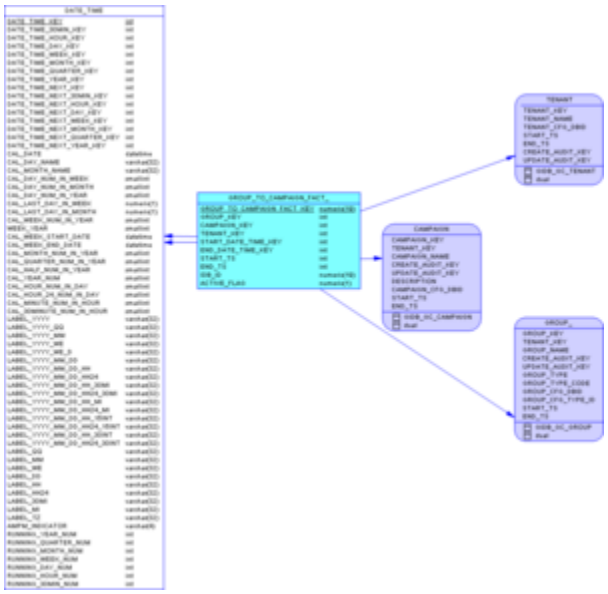
Campaign_Group_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
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.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_To_Campaign Subject Area

This subject area represents the associations between agent groups or place groups and outbound campaigns.



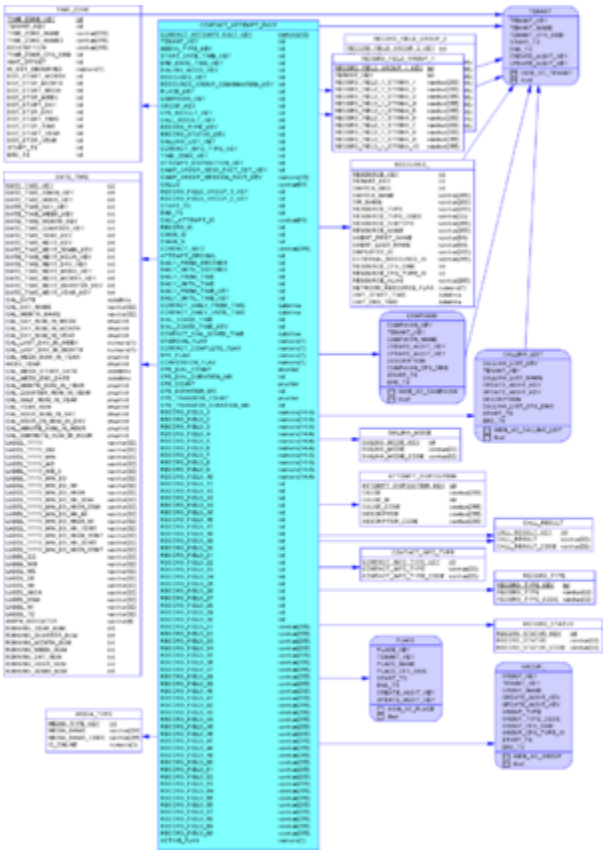
Campaign_Group_To_Campaign Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.

Contact_Attempt Subject Area

This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.



Contact_Attempt Subject Area View Large

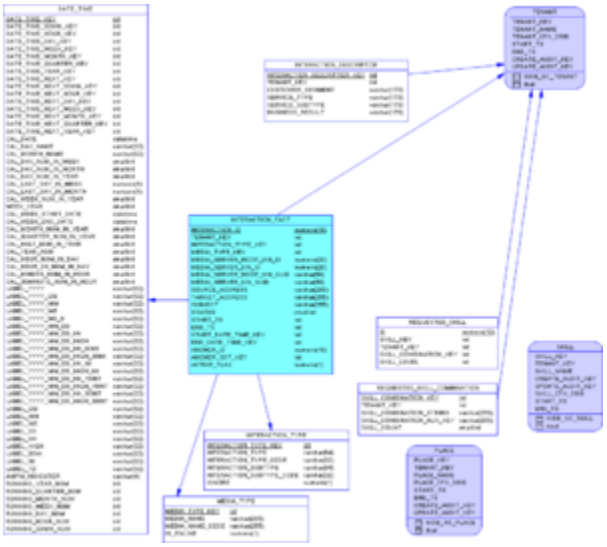
Subject Area Dimensional Model Tables

Table/View	Description
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.
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.

Table/View	Description
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
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.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.

Interaction Subject Area

This subject area represents interactions from the perspective of a customer experience.



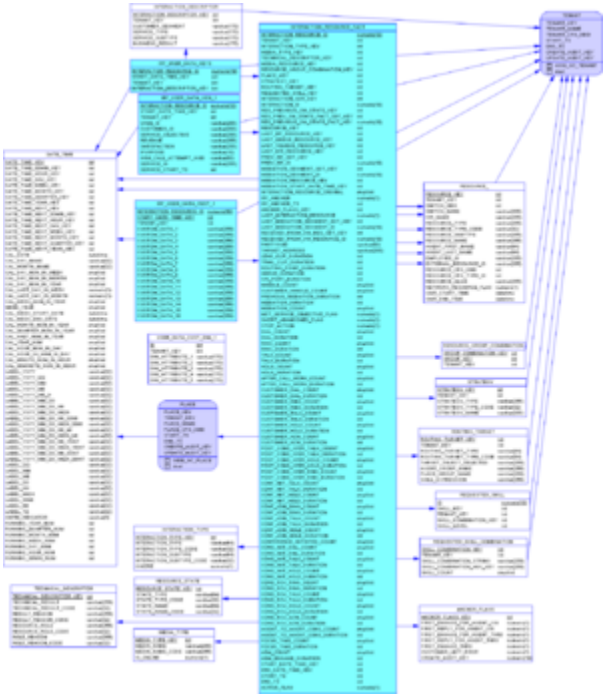
Interaction Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
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_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
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 skills and proficiencies.

Interaction_Resource Subject Area

This subject area 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 Subject Area View Large

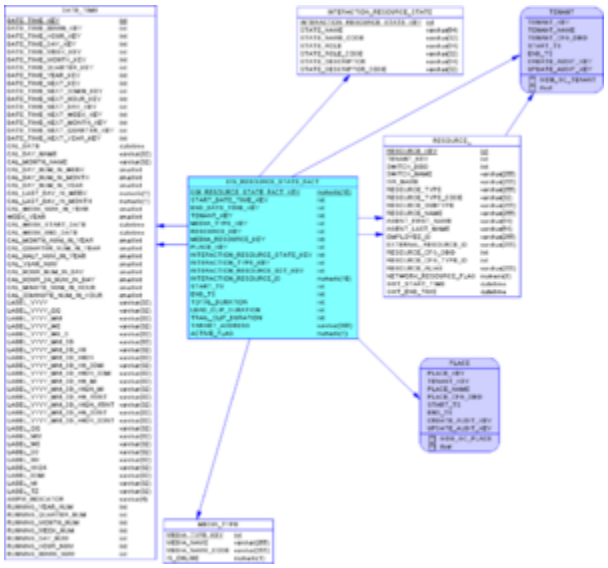
Subject Area Dimensional Model Tables

Table/View	Description
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.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
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_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

Table/View	Description
	that target handling resource.
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.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
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 skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
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.
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.

Interaction_Resource_State Subject Area

This subject area provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.



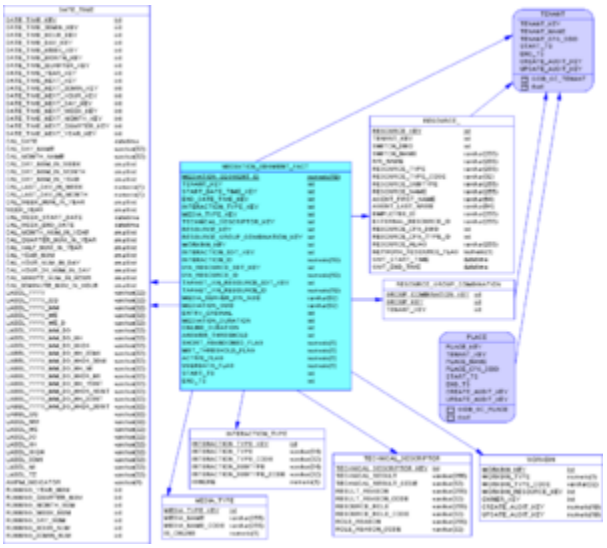
Interaction_Resource_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
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.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.

Mediation_Segment Subject Area

This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.



Mediation_Segment Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a

Table/View	Description
	place, or a group thereof.

Place_Group Subject Area

This subject area depicts the membership of places among place groups.

Place_Group Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.

Resource_Group Subject Area

This subject area represents the membership of contact center resources among resource groups.

Resource_Group Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.

Resource_Skill Subject Area

This subject area represents the skill resumes of agent resources.

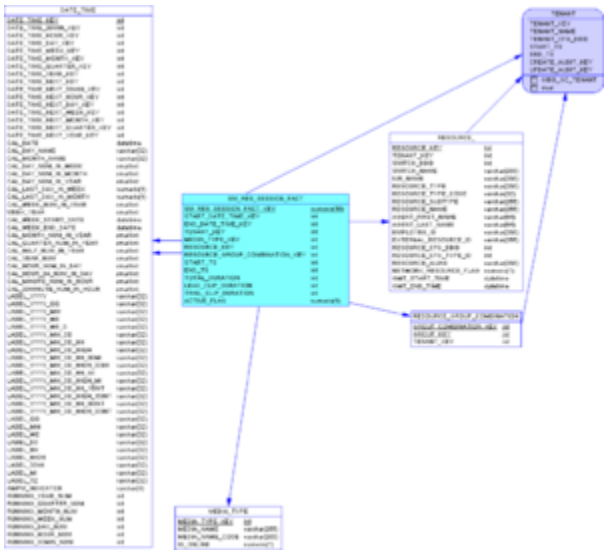
Resource_Skill Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_SKILL_FACT view	Describes an agent's skills and proficiency levels.

Summary_Resource_Session Subject Area

This subject area represents agent resource media sessions from login to logout, summarized to the media type.



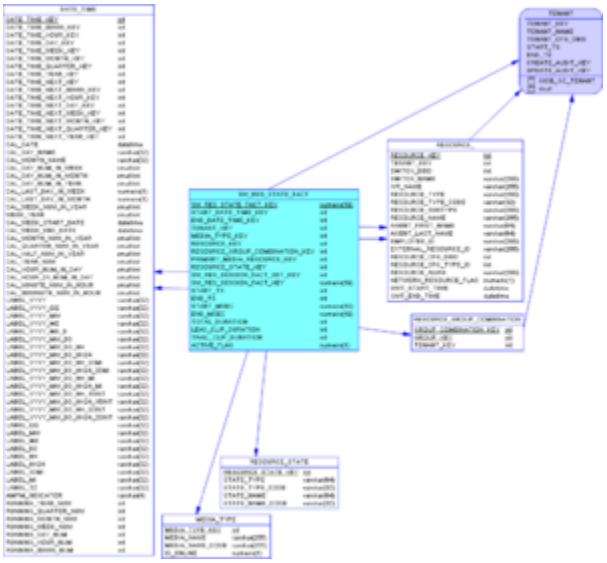
Summary_Resource_Session Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.

Summary_Resource_State Subject Area

This subject area represents agent resource states, summarized to the media type.



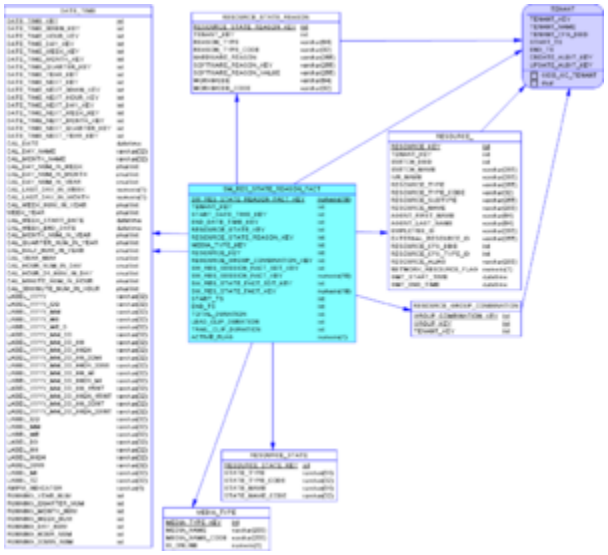
Summary_Resource_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.

Summary_Resource_State_Reason Subject Area

This subject area represents agent resource state reasons, summarized to the media type.



Summary_Resource_State_Reason Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.

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.

Table AGENT_LOCATION

Description

Introduced: 8.5.014.19
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the AGENT_LOCATION_STRING column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table records geographical locations of agents for both voice and multimedia login sessions. Each row describes one location as reported for a given agent login session. Because a voice login session and a multimedia login session for the same agent are reported separately from different data sources, the location values might differ for voice and multimedia media types.

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
AGENT_LOCATION_KEY	int	X	X		
TENANT_KEY	int		X	X	
AGENT_LOCATION_STRING	nvarchar(255)		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

AGENT_LOCATION_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

TENANT_KEY

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

AGENT_LOCATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value reported by SIP Server or Interaction Server for the voice or multimedia login session, respectively.

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.

Index List

CODE	U	C	Description
I_AGENTLOC_LOCATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_AGENTLOC_LOCATION

Field	Sort	Comment
TENANT_KEY	Ascending	
AGENT_LOCATION_STRING	Ascending	

Subject Areas

No subject area information available.

Table ANCHOR_FLAGS

Description

Modified: 8.5.004 (CUSTOMER_LEFT_FIRST column added); 8.5.001 (population of FIRST_*_THRD metrics made conditional)

In partitioned databases, this table is not partitioned.

This dimension table contains possible combinations of flags that indicate the first participation of an agent in a particular interaction, in a reply within a particular interaction, in a particular interaction thread, or in a reply within a particular interaction thread, as well as the first participation by any handling resource in the thread. Each row represents the mapping of a distinct combination of values that are actually set in the ANCHOR_FLAGS_KEY field in the INTERACTION_RESOURCE_FACT table by means of a bit mask.

This dimension enables IRFs to be described based on a number of aspects of participation in an interaction thread at the same time, and it enables downstream reporting applications to report thread metrics for agent and other handling resources at the agent level and at the tenant level.

Important

Interaction thread metrics accounted for in the ANCHOR_FLAGS table do not apply to Chat Thread reporting with Advanced Chat.

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
ANCHOR_FLAGS_KEY	int	X	X		
FIRST_ENGAGE_FOR_AGENT_IXN	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_IXN	numeric(1)		X		
FIRST_ENGAGE_FOR_AGENT_THRD	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_THRD	numeric(1)		X		
FIRST_ENGAGE_THRD	numeric(1)		X		
CUSTOMER_LEFT_FIRST	numeric(1)		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

ANCHOR_FLAGS_KEY

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

FIRST_ENGAGE_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into the interaction — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold). Unlike the other flags, which can be set for multimedia interactions only, this flag can also apply to voice interactions.

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set when the agent's first participation in an interaction is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

FIRST_REPLY_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in a reply within the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for the interaction — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). If the interaction contains more

than one OutboundReply, this flag applies to the agent's first participation in any one of them. The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for an interaction might also be the agent's first participation in the interaction, which is indicated in FIRST_ENGAGE_FOR_AGENT_IXN.

FIRST_ENGAGE_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by that agent in any of the interactions in a thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into any one of the interactions in the thread — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold).

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set if the agent's first participation in the interaction thread is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_REPLY_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by the agent in a reply for any of the interactions in the thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for any one of the interactions in the thread — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for a thread might also be the agent's first participation in the thread, which is indicated in FIRST_ENGAGE_FOR_AGENT_THRD.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_ENGAGE_THRD

Indicates whether this is the first participation, by any handling resource, in the interaction thread: 0 = No, 1 = Yes.

This flag is set in the IRF for the handling resource (agent or strategy) that first participates in the thread — for example, when an agent accepts an Inbound interaction, or when a strategy generates an AutoResponse.

IRFs in which this flag is set also have IRF_ANCHOR = 1.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

CUSTOMER_LEFT_FIRST

Introduced: Release 8.5.004
Indicates whether the customer left a chat first: 0 = No, 1 = Yes.

This flag is set in the IRF for each agent engaged in the chat or chat consultation, if data about the party that ended a chat session is available from Interaction Concentrator. In IRFs in which this flag is set, IRF_ANCHOR_TS records the time the customer left the chat.

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

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.

Table ATTEMPT_DISPOSITION

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: CAUSE, CAUSE_CODE, DESCRIPTOR, DESCRIPTOR_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table indicates a cause for contact attempt termination. Outbound Contact Server (OCS) provides this data as a cause of the final transition to Unloaded state for a contact attempt record. This data may be useful in a report to classify the causes for the termination of the outbound processing. For example, the ChainRejected and ChainReschedToContinue dispositions distinguish between rejected and rescheduled records, respectively. In addition, the final transition has a descriptor that provides further details of the transition — for example, whether rescheduling was caused by an agent or by the system. This release supports the descriptor for the CHAINEVENTRECORDRESCHEDULE disposition only.

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
ATTEMPT_DISPOSITION_KEY	int	X	X		
CAUSE	nvarchar(255)				
CAUSE_ID	int				
CAUSE_CODE	nvarchar(255)				
DESCRIPTOR	nvarchar(255)				
DESCRIPTOR_CODE	nvarchar(255)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

ATTEMPT_DISPOSITION_KEY

The key that uniquely identifies the disposition. The value combines the state and the descriptor that provides additional details. The key value enables you to calculate the state by using appropriate bit masks. The first eight bits specify the cause, which equals the integer value that is supplied by Outbound Contact Server. The next eight bits specify the descriptor that is generated by Genesys Info Mart.

CAUSE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The cause as specified in the OCS model. This value can change with localization.

CAUSE_ID

An integer that equals the value that is supplied by Outbound Contact Server to specify the cause.

CAUSE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The cause code that is equivalent to the OCS model cause. This value does not change with localization.

DESCRIPTOR

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Specifies whether the final transition was caused by an agent or by the system, or whether this is unknown. Because not all outbound dispositions support descriptor, most dispositions have only an 'Unknown' value. This is a string value that can be localized or changed, based on reporting needs.

DESCRIPTOR_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the descriptor. This field is set to one of the following values:

- BY_AGENT
- BY_SYSTEM
- UNKNOWN

This value is not localizable and should not be changed.

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table BGS_BOT_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the characteristics of the bot used in the session, such as category and function.

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
ID	int	X	X		
BOT_CATEGORY	nvarchar(50)		X		NO_VALUE
BOT_FUNCTION	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_BOT_DIM_KEY.

BOT_CATEGORY

The generic category describing the type of function performed by the bot, such as Monitoring, Dialog, Notification, or Service. For information about how you can define and set bot categories, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

BOT_FUNCTION

The specific bot functionality, such as Translator, Advisor, Escalation, Recording, AI, or Questioner. For information about how you can define and set bot functions, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

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.

Index List

CODE	U	C	Description
I_BGS_BOT_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_BOT_DIM

Field	Sort	Comment
BOT_CATEGORY	Ascending	
BOT_FUNCTION	Ascending	

Subject Areas

No subject area information available.

Table BGS_BOT_NAME_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the name of the bot used in the 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
ID	int	X	X		
BOT_NAME	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_BOT_NAME_DIM_KEY.

BOT_NAME

The **ChatBotID-ChatBotName** pair that identifies the bot, where:

- **ChatBotID** is the ID of the BGS bot plugin. This ID, which is hardcoded inside the bot, is always present.
- **ChatBotName** is the name of the "external" bot (for example, if the bot plugin implements a connector to other bot frameworks). The **ChatBotName** value is not always present.

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.

Index List

CODE	U	C	Description
I_BGS_BOT_NAME_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_BOT_NAME_DIM

Field	Sort	Comment
BOT_NAME	Ascending	

Subject Areas

No subject area information available.

Table BGS_SESSION_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on characteristics of the session, such as how the session ended.

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
ID	int	X	X		
REJECTED_TO_START	int		X		0
ENDED_ABNORMALLY	int		X		0
ENDED_BY	nvarchar(50)		X		NO_VALUE
END_REASON	nvarchar(50)		X		NO_VALUE
END_RESULT	nvarchar(50)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_SESSION_DIM_KEY.

REJECTED_TO_START

Indicates whether the session was rejected before it started: 0 = No, 1 = Yes.

If the session was rejected (REJECTED_TO_START=1), the columns for other session statistics in this table are populated with the default values defined in the schema.

ENDED_ABNORMALLY

Indicates whether the session ended abnormally for a technical reason (for example, a protocol or connection error resulted in disconnection of the bot from the session): 0 = No, 1 = Yes.

ENDED_BY

The type of participant that initiated termination of the BGS session. Possible values are:

- AGENT
- CLIENT
- SYSTEM
- BOT
- CBP

For more information about the meaning of the values, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

END_REASON

The reason the BGS session was terminated. For information about possible values, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

END_RESULT

The business result of the session: Success or Fail. In the initial BGS implementation of support for reporting, BGS does not populate the applicable data attribute, and END_RESULT will always be

populated with the default value defined in the schema.

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.

Index List

CODE	U	C	Description
I_BGS_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_SESSION_DIM

Field	Sort	Comment
REJECTED_TO_START	Ascending	
ENDED_ABNORMALLY	Ascending	
ENDED_BY	Ascending	
END_REASON	Ascending	
END_RESULT	Ascending	

Subject Areas

No subject area information available.

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.

Table BOT_ATTRIBUTES

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) bot session facts to be described based on attributes of the bot invoked by the Designer application. Each row describes one bot resource.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
NAME	nvarchar(255)		X		NO_VALUE
TYPE	nvarchar(32)		X		NO_VALUE
OUTCOME	nvarchar(32)		X		NO_VALUE

Column	Data Type	P	M	F	DV
PROVIDER	nvarchar(255)		X		NO_VALUE

ID

The primary key of this table.

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.

NAME

The name of the bot, as defined for the bot resource in the Bot Registry in Designer.

TYPE

The type of bot, as defined for the bot resource in the Bot Registry. For example: Dialogflow.

OUTCOME

Indicates whether the bot session succeeded or failed.

PROVIDER

The bot service provider for the specified bot type. For example: Google.

Index List

CODE	U	C	Description
I_BOT_ATTRIBUTES	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BOT_ATTRIBUTES

Field	Sort	Comment
NAME	Ascending	
TYPE	Ascending	
OUTCOME	Ascending	
PROVIDER	Ascending	

Subject Areas

No subject area information available.

Table BOT_INTENT

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) bot session facts to be described based on attributes of the intent detected by the bot during the bot session, such as "Book ticket" or "Close account". Each row describes one intent, or what it is that the customer wants to do.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
INTENT	nvarchar(255)		X		NO_VALUE

ID

The primary key of this table.

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.

INTENT

The customer's intent, which is a possible outcome of the bot session.

Index List

CODE	U	C	Description
I_BOT_INTENT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BOT_INTENT

Field	Sort	Comment
INTENT	Ascending	

Subject Areas

No subject area information available.

Table CALL_RESULT

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CALL_RESULT and CALL_RESULT_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

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
CALL_RESULT_KEY	int	X	X		
CALL_RESULT	nvarchar(32)				
CALL_RESULT_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

CALL_RESULT_KEY

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

CALL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the call result. This value can change with localization.

The following are possible values:

None
Abandoned
Agent CallBack Error
All Trunks Busy
Answer
Answering Machine Detected
Bridge
Busy
Call Drop Error
Cancel Record
Cleared
Conferenced
Consult
Converse-On
Covered
Deafened
Dial Error
Do Not Call
Dropped
Dropped On No Answer
Fax Detected
Forwarded
General Error
Group CallBack Error
Held
No Answer
No Dial Tone
No Established Detected
No Port Available
No Progress
No RingBack Tone
NU Tone
Ok
Overflowed
Pager Detected
Picked
Queue Full
Redirected
Remote Release
Silence
SIT Detected
SIT IC (Intercept)
SIT Invalid Number
SIT NC (No Circuit)
SIT RO (Reorder)
SIT Unknown Call State
SIT VC (Vacant Code)
Stale
Switch Error
System Error
Transfer Error
Transferred
Unknown Call Result
Wrong Number
Wrong Party

CALL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the call result description. This value does not change with localization.

The following are possible values:

NONE
ABANDONED
AGENT_CALLBACK_ERROR
ALL_TRUNKS_BUSY
ANSWER
ANSWERING_MACHINE_DETECTED
BRIDGE
BUSY
CALL_DROP_ERROR
CANCEL_RECORD
CLEARED
CONFERENCED
CONSULT
CONVERSE_ON
COVERED
DEAFENED
DIAL_ERROR
DO_NOT_CALL

DROPPED
DROPPED_ON_NO_ANSWER
FAX_DETECTED
FORWARDED
GENERAL_ERROR
GROUP_CALLBACK_ERROR
HELD
NO_ANSWER
NO_DIAL_TONE
NO_ESTABLISHED_DETECTED
NO_PORT_AVAILABLE
NO_PROGRESS
NO_RINGBACK_TONE
NU_TONE
OK
OVERFLOWED
PAGER_DETECTED
PICKED
QUEUE_FULL
REDIRECTED
REMOTE_RELEASE
SILENCE
SIT_DETECTED
SIT_IC
SIT_INVALID_NUMBER
SIT_NC
SIT_RO
SIT_UNKNOWN_CALL_STATE
SIT_VC
STALE
SWITCH_ERROR
SYSTEM_ERROR
TRANSFER_ERROR
TRANSFERRED
UNKNOWN_CALL_RESULT
WRONG_NUMBER
WRONG_PARTY

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table CALL_TYPE

This table is reserved.

Table CALLBACK_DIAL_RESULTS

Description

Introduced: 8.5.009.20
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DIAL_*_RESULT columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on the results of up to five callback dialing attempts.

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
ID	int	X	X		
DIAL_1_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_2_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_3_RESULT	nvarchar(64)		X		UNKNOWN

Column	Data Type	P	M	F	DV
DIAL_4_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_5_RESULT	nvarchar(64)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIAL_RESULTS_KEY.

DIAL_1_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_1_RESULT

The result of the first dialing attempt. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

DIAL_2_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_2_RESULT

The result of the second dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_3_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_3_RESULT

The result of the third dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_4_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_4_RESULT

The result of the fourth dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_5_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_5_RESULT

The result of the fifth dialing attempt. See DIAL_1_RESULT for the possible values.

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIAL_RESULTS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIAL_RESULTS

Field	Sort	Comment
DIAL_1_RESULT	Ascending	
DIAL_2_RESULT	Ascending	
DIAL_3_RESULT	Ascending	
DIAL_4_RESULT	Ascending	
DIAL_5_RESULT	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_1

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on characteristics of the callback offer and attempts.

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
ID	int	X	X		
CHANNEL	nvarchar(170)		X		UNKNOWN

Column	Data Type	P	M	F	DV
CALLBACK_OFFER_TYPE	nvarchar(170)		X		UNKNOWN
CALLBACK_TYPE	nvarchar(170)		X		UNKNOWN
CONNECT_ORDER	nvarchar(170)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_1_KEY.

CHANNEL

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CHANNEL

The interaction channel from which the callback originated. This field is set to one of the following values:

- IVR
- WEB
- MOBILE
- UNKNOWN

CALLBACK_OFFER_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CALLBACK_OFFER_TYPE

The type of callback offer that was presented to the customer. For example, after business hours, SCHEDULED is the only available option; during business hours, business rules might allow only the WAIT_FOR_AGENT option or a combination of SCHEDULED and WAIT_FOR_AGENT. This field is set to one of the following values:

- SCHEDULED
- WAIT_FOR_AGENT
- COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT
- IMMEDIATE
- UNKNOWN

CALLBACK_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_TYPE

The type of callback the customer requested. This field is set to one of the following values:

- IMMEDIATE - The interaction is created right away while the customer is waiting for the agent (in an online chat session or waiting for a voice call).
- WAIT_FOR_AGENT - The interaction is delayed until the agent is about to become available or actually becomes available (as in an agent first scenario).
- SCHEDULED - The time for the callback interaction is negotiated with the customer.
- UNKNOWN - The type is unknown. This value is also used when the callback offer was declined.

CONNECT_ORDER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CONNECT_ORDER

The order in which the final callback interaction was connected. This field is set to one of the following values:

- CUSTOMER_FIRST
- AGENT_FIRST_PREVIEW
- AGENT_FIRST_NO_PREVIEW
- UNKNOWN

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_1	X		Ensures that the combinations of values

CODE	U	C	Description
			that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_1

Field	Sort	Comment
CHANNEL	Ascending	
CALLBACK_OFFER_TYPE	Ascending	
CALLBACK_TYPE	Ascending	
CONNECT_ORDER	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_2

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes of the final callback attempt.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
DIAL_DIALOG_RESULT	nvarchar(170)		X		UNKNOWN
CALL_DIRECTION	nvarchar(170)		X		UNKNOWN
FINAL_DIAL_RESULT	nvarchar(170)		X		UNKNOWN
OFFER_TIMING	nvarchar(170)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_2_KEY.

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.

DIAL_DIALOG_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_DIAL_DIALOG_RESULT

The result of the final dialog for the callback. This field is set to one of the following values:

- RIGHT_PERSON
- RESCHEDULED
- CANCELLED
- TRANSFERRED_TO_RP
- UNKNOWN

CALL_DIRECTION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CALL_DIRECTION

The direction of the final callback interaction. This field is set to one of the following values:

- CUSTOMER_TERMINATED - Scenarios in which the contact center is dialing out to the customer's number.
- CUSTOMER_ORIGINATED - Scenarios in which the contact center notifies the customer-facing application

that it is time for the callback interaction, after which the application creates the interaction (such as a call or chat), obtaining the phone number if necessary. In this scenario, a customer call comes into the contact center as a regular inbound call, but it is recognized as the callback interaction.

- UNKNOWN

FINAL_DIAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_FINAL_DIAL_RESULT

The result of the final callback dialing attempt. This field is set to one of the following values:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CANCEL
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

Notes:

- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA is a result that must be reported by the user application; otherwise, there is no CTI data that will enable Genesys Callback product to identify this result.
- For PUSH_DELIVERY_CONFIRMED, the PUSH_DELIVERY_CONFIRMED_TS field in the CALLBACK_FACT table provides the timestamp when the application confirmed that the push was delivered.

OFFER_TIMING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in

single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_OFFER_TIMING

Specifies whether the callback offer was made during operational (business) or non-operational hours. This field is set to one of the following values:

- ON-HOURS
- OFF-HOURS
- UNKNOWN

Index List

CODE	U	C	Description
I_CALLBACK_DIM_2	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_2

Field	Sort	Comment
DIAL_DIALOG_RESULT	Ascending	
CALL_DIRECTION	Ascending	
FINAL_DIAL_RESULT	Ascending	
OFFER_TIMING	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_3

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the FINAL_TARGET and DISPOSITION columns modified in single-language databases); 8.5.010 (in Microsoft SQL Server, data type for FINAL_TARGET modified in multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the state of the callback.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
FINAL_TARGET	nvarchar(170)		X		UNKNOWN
DISPOSITION	nvarchar(50)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_3_KEY.

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.

FINAL_TARGET

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_FINAL_TARGET

The routing target that was used to find the agent.

DISPOSITION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DISPOSITION

The state of the callback, in the format *state.substate*. If the state cannot be reported, the field is set to the default value, UNKNOWN.

Supported states are:

- SCHEDULED
- QUEUED
- ROUTING
- PROCESSING
- COMPLETED

Supported substates are:

- REDIAL_LIMIT_REACHED
- CANCELLED
- AGENT
- ABANDONED_IN_QUEUE

- REJECTED
- PUSH_SEND
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- FAILED
- CONNECTED
- TRANSFERRED_TO_RP

Index List

CODE	U	C	Description
I_CALLBACK_DIM_3	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_3

Field	Sort	Comment
FINAL_TARGET	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_4

Description

Introduced: 8.5.009.20

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the callback dialing attempt.

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
ID	int	X	X		
ABANDONED_DURING_CB_OFFER	int		X		0
DIAL_IGNORING_AVAILABILITY	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_4_KEY.

ABANDONED_DURING_CB_OFFER

Based on KVP: _CB_N_ABANDONED_DURING_CALLBACK_OFFER

Indicates whether the caller dropped the call without explicitly accepting or rejecting the callback offer: 0 = No, 1 = Yes.

DIAL_IGNORING_AVAILABILITY

Based on KVP: _CB_IXN_START_IGNORING_AVAILABILITY

Indicates whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability: 0 = No, 1 = Yes.

A value of 1 might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_4	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_4

Field	Sort	Comment
ABANDONED_DURING_CB_OFFER	Ascending	
DIAL_IGNORING_AVAILABILITY	Ascending	

Subject Areas

No subject area information available.

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.

Table CALLING_LIST_METRIC_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row represents a set of outbound campaign calling list metrics, calculated by Outbound Contact Server in configurable snapshots. Rows in this table are not updated; they are inserted or deleted only.

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
CALLING_LIST_METRIC_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
CAMPAIGN_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CALLING_LIST_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
GMT_TS	int				
TOTAL_RECORDS	int				
NOT_PROCESSED_RECORDS	int				
TOTAL_CONTACTS	int				
NOT_PROCESSED_CONTACTS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CALLING_LIST_METRIC_FACT_KEY

The primary key of this table.

TENANT_KEY

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

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.

CAMPAIGN_KEY

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

CALLING_LIST_KEY

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

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_ SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table.

GMT_TS

The GMT-equivalent date and time at which measurement occurred, as the number of seconds that have elapsed since midnight on January 1, 1970.

TOTAL_RECORDS

The total number of records in the calling list.

NOT_PROCESSED_RECORDS

The total number of records in the calling list that are ready to be processed and that have never been processed as part of this calling list.

TOTAL_CONTACTS

The total number of contacts in the calling list (where a set of chained records for the same customer is considered to be one contact).

NOT_PROCESSED_CONTACTS

The total number of contacts in the calling list that have not been processed (where a set of chained records for the same customer is considered to be one contact).

ACTIVE_FLAG

Indicates whether the calling list metric is currently active. Always 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_CLMF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CLMF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Calling_List_Metric — Represents a snapshot of outbound campaign calling list metrics.
- Facts — Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_SESSION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row represents an outbound campaign group session, where a session is started when a campaign group is loaded and ended when a campaign group is unloaded. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group 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
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CAMP_GROUP_SESSION_FACT_KEY

The primary key of this table.

GROUP_KEY

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

CAMPAIGN_KEY

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

TENANT_KEY

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

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the campaign group session 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 campaign group session 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 END_TS timestamp to an appropriate time zone.

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.

START_TS

The UTC-equivalent value of the date and time at which the campaign group session began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which the campaign group session ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The meaning depends on the value of ACTIVE_ FLAG. For an inactive row, the total duration, in seconds, of the campaign group session. For an active row, the duration, in seconds, that the campaign group session was active, from start time to the time that the ETL last executed.

CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

ACTIVE_FLAG

Indicates whether the campaign group session is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CGSEF_SID	X		Ensures that the facts that are stored in the table are for unique sessions.
I_CGSEF_DT			Improves access time, based on the Start Date Time key.
I_CGSEF_TNT			Improves access time, based on the Tenant.

Index I_CGSEF_SID

Field	Sort	Comment
CAMPAIGN_GROUP_SESSION_ID	Ascending	
START_DATE_TIME_KEY	Ascending	

Index I_CGSEF_DT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	
END_DATE_TIME_KEY	Ascending	

Index I_CGSEF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Campaign_Group_Session — Represents campaign groups as they are being loaded and unloaded.
- Facts — Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CAMPAIGN_GROUP_STATE and CAMPAIGN_GROUP_STATE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign group status. Each row describes one campaign group status. Rows exist for the Loaded, Started, and Unloading statuses.

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
CAMPAIGN_GROUP_STATE_KEY	int	X	X		
CAMPAIGN_GROUP_STATE	nvarchar(32)				
CAMPAIGN_GROUP_STATE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

CAMPAIGN_GROUP_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

CAMPAIGN_GROUP_STATE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The campaign group session state. This field is set to one of the following values:

- Null
- Loaded
- Started
- Unloading

This value can change with localization.

CAMPAIGN_GROUP_STATE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the campaign group session state. This field is set to one of the following values:

- NULL
- LOADED
- STARTED
- UNLOADING

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".

Table CAMPAIGN_GROUP_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table represents the state of an outbound campaign group. The states that are recorded are Loaded, Started, and Unloading. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group in the given state.

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
CAMP_GROUP_STATE_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	int		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CAMP_GROUP_STATE_FACT_KEY

The primary key of this table.

TENANT_KEY

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

CAMPAIGN_KEY

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

GROUP_KEY

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

CAMPAIGN_GROUP_STATE_KEY

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

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table. This surrogate key is used to join this campaign group state fact to its campaign group session fact. In other words, this key places the campaign group state within the context of a campaign group session.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group 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 this state for the campaign group 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 END_TS timestamp to an appropriate time zone.

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.

START_TS

The UTC-equivalent value of the date and time at which the campaign group entered this state.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which this state for the campaign group ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, of the campaign group in started state. For an active row, the amount of time, in seconds, that the campaign group has been in started state, from the time that it entered started state to the time that the ETL last executed.

CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

ACTIVE_FLAG

Indicates whether the campaign group state is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CGSTF_STD			Improves access time, based on the Start Date Time key.
I_CGSTF_CGSF			Improves access time, based on the Campaign Group Session Fact key.

CODE	U	C	Description
I_CGSTF_TNT			Improves access time, based on the Tenant.

Index I_CGSTF_STD

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CGSTF_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

Index I_CGSTF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
- Facts — Represents the relationships between subject area facts.

Table CDR_DIM1

Description

Introduced: 8.5.013.06
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DEVICE_NAME column modified in single-language databases)

In partitioned databases, this table is not partitioned.

Reserved for future use.

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
ID	int	X	X		
DIRECTION	int		X		-1
DEVICE_DBID	int		X		-1
DEVICE_NAME	nvarchar(255)		X		UNKNOWN
DEVICE_CLASS	int		X		0

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

DIRECTION

DEVICE_DBID

DEVICE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)

DEVICE_CLASS

CREATE_AUDIT_KEY

Index List

CODE	U	C	Description
I_CDR_DIM1	X		Reserved for future use.

Index I_CDR_DIM1

Field	Sort	Comment
DIRECTION	Ascending	
DEVICE_DBID	Ascending	
DEVICE_NAME	Ascending	
DEVICE_CLASS	Ascending	

Subject Areas

No subject area information available.

Table CDR_FACT

Description

Introduced: 8.5.013.06
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.07 (size of the CALL_ID column increased)

In partitioned databases, this table is partitioned.

Reserved for future use.

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
DN	varchar(255)/nvarchar(255)		X		
PARTYUUID	varchar(64)	X	X		
CALLUUID	varchar(64)		X		
CALL_ID	varchar(255)		X		
ROOT_CALLUUID	varchar(64)				

Column	Data Type	P	M	F	DV
DNIS	varchar(255)/nvarchar(255)				
ANI	varchar(255)/nvarchar(255)				
START_DATE_TIME_KEY	int	X	X	X	
INITIATED_TS	int		X		
ESTABLISHED_TS	int				
RELEASED_TS	int		X		
CDR_DIM1_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

DN

PARTYUUID

CALLUUID

CALL_ID

Modified: 8.5.015.07 (size of the column increased)

ROOT_CALLUUID

DNIS

ANI

START_DATE_TIME_KEY

INITIATED_TS

ESTABLISHED_TS

RELEASED_TS

CDR_DIM1_KEY

CREATE_AUDIT_KEY

UPDATE_AUDIT_KEY

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CDR_FACT_SDT			Reserved for future use.

Index I_CDR_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table CHAT_SESSION_DIM

Description

Introduced: 8.5.011
Modified: 8.5.011.14 (ASYNC_MODE column added to table and index)

In partitioned databases, this table is not partitioned.

This dimension table allows chat session facts to be described based on characteristics of the session, such as where the session originated and how it ended.

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
ID	int	X	X		
ENDED_BY	nvarchar(50)		X		unknown
ENDED_REASON	nvarchar(50)		X		unknown
LANGUAGE_NAME	nvarchar(50)		X		unknown
MEDIA_ORIGIN	nvarchar(64)		X		unknown

Column	Data Type	P	M	F	DV
ASYNC_MODE	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CHAT_SESSION_DIM_KEY.

ENDED_BY

Based on KVP: csg_SessionEndedBy

The type of participant that initiated termination of the Chat Server session. Possible values are:

- CLIENT
- AGENT
- SUPERVISOR
- BOT
- SYSTEM

For more information about the meaning of the values, see the Integrating with Genesys Historical Reporting page in the *eServices Administrator's Guide.*

ENDED_REASON

Based on KVP: csg_SessionEndedReason

The reason the Chat Server session was terminated. Possible values are:

- DISCONNECT
- QUIT
- FORCE
- INACTIVE
- DB_ERROR

For more information about the meaning of the values, and the types of participants for which they apply, see the Integrating with Genesys Historical Reporting page in the *eServices Administrator's Guide.*

LANGUAGE_NAME

Based on KVP: csg_LanguageName

The name of the language used in the chat session, as defined in the Chat Server application.

MEDIA_ORIGIN

Based on KVP: csg_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

ASYNC_MODE

Introduced: Release 8.5.011.14
Based on KVP: csg_ChatAsyncMode

Identifies whether the chat session is regular (0) or asynchronous (1).

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.

Index List

CODE	U	C	Description
I_CHAT_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CHAT_SESSION_DIM

Field	Sort	Comment
ASYNC_MODE	Ascending	
ENDED_BY	Ascending	
ENDED_REASON	Ascending	
LANGUAGE_NAME	Ascending	
MEDIA_ORIGIN	Ascending	

Subject Areas

No subject area information available.

Table CHAT_SESSION_FACT

Description

Introduced: 8.5.011
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.26 (PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION columns added); 8.5.014.09 (THREAD_ID column added); 8.5.011.14 (8 new columns added specific to eServices asynchronous chat, as identified in the column descriptions)

In partitioned databases, this table is partitioned.

In on-premises deployments with Genesys Chat managed by Chat Server and in cloud deployments with Genesys Chat or Advanced Chat, each row in this table describes a chat session. A chat session is a single chat interaction from the point of view of the server that manages chat activity, and a single conversation from the point of view of the customer. Multiple agents can participate in a single chat interaction (session).

Each fact is based on user data sent in an Interaction Server reporting event when the chat session ends. Genesys Info Mart extracts the KVP data from the G_USERDATA_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT_SESSION_FACT record. Rows are inserted on receipt of the reporting event and are not updated. The chat statistics reported in each record are summarized by session and are not connected to specific agents or, in deployments that include Bot Gateway Server (BGS), bots.

The MEDIA_SERVER_IXN_GUID links the CHAT_SESSION_FACT record with the related INTERACTION_FACT (IF). In deployments that include BGS, the MEDIA_SERVER_IXN_GUID also links the CHAT_SESSION_FACT record with the related BGS_SESSION_FACT records. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Chat or Advanced Chat activity at the interaction level, session level, and chat bot level:

- The MEDIA_SERVER_IXN_GUID links the CHAT_SESSION_FACT record with the related INTERACTION_FACT (IF).
- In deployments that include BGS, the MEDIA_SERVER_IXN_GUID also links the CHAT_SESSION_FACT record with the related BGS_SESSION_FACT records.
- In Genesys Engage cloud deployments with Advanced Chat, the THREAD_ID links the CHAT_SESSION_FACT record with the related CHAT_THREAD_FACT. To get interaction details associated with a thread, you can join CHAT_SESSION_FACT and IF (via the MEDIA_SERVER_IXN_GUID) and then filter the results by CHAT_SESSION_FACT.THREAD_ID.

Terminology note

The meanings of terms such as *interaction, session, thread,* and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT_SESSION_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_SESSION_FACT records is always referred to as a *session.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction,* and the term *session* could have a different meaning (see next bullet).
- For the CHAT_THREAD_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_THREAD_FACT records is always referred to as a *thread.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations.* As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.
- The term *asynchronous chat* or *asynchronous interactions* refers to chat interactions when both parties are not present in the chat at the same time. The types of supported asynchronous chat scenarios depend on the type and version of chat implementation in your deployment and determine what columns are populated in the CHAT_SESSION_FACT table.

> **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
MEDIA_SERVER_IXN_GUID	varchar(64)	X	X		
ADDED_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	

Column	Data Type	P	M	F	DV
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
SESSION_DURATION	int		X		0
MSG_FROM_AGENTS_COUNT	int		X		0
MSG_FROM_AGENTS_SIZE	int		X		0
MSG_FROM_CUSTOMERS_COUNT	int		X		0
MSG_FROM_CUSTOMERS_SIZE	int		X		0
AGENT_REPLY_COUNT	int		X		0
AGENT_REPLY_MAX_DURATION	int		X		0
AGENT_REPLY_DURATION	int		X		0
AGENT_WAIT_COUNT	int		X		0
AGENT_WAIT_MAX_DURATION	int		X		0
AGENT_WAIT_DURATION	int		X		0
CUSTOMER_REPLY_COUNT	int		X		0
CUSTOMER_REPLY_MAX_DURATION	int		X		0
CUSTOMER_REPLY_DURATION	int		X		0
CUSTOMER_WAIT_COUNT	int		X		0
CUSTOMER_WAIT_MAX_DURATION	int		X		0
CUSTOMER_WAIT_DURATION	int		X		0
UNTIL_FIRST_AGENT_DURATION	int		X		0
UNTIL_FIRST_REPLY_DURATION	int		X		0
AGENTS_COUNT	int		X		0
MSG_FROM_BOTS_COUNT	int		X		0
MSG_FROM_BOTS_SIZE	int		X		0
UNTIL_FIRST_BOT_DURATION	int		X		0
BOTS_COUNT	int		X		0
ASYNC_DORMANT_COUNT	int				
ASYNC_DORMANT_DURATION	int				
ASYNC_IDLE_COUNT	int				
ASYNC_IDLE_DURATION	int				
ACTIVE_IDLE_COUNT	int				
ACTIVE_IDLE_DURATION	int				
HANDLE_COUNT	int				
HANDLE_DURATION	int				
THREAD_ID	varchar(64)				
CHAT_SESSION_DIM_KEY	int		X	X	-2
MEDIA_TYPE_KEY	int		X	X	-2

Column	Data Type	P	M	F	DV
PARKING_QUEUE_COUNT	int				
PARKING_QUEUE_DURATION	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

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 interaction details with the chat session details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND INTERACTION_FACT.START_DATE_TIME_KEY =
CHAT_SESSION_FACT.START_DATE_TIME_KEY
```

In combination with START_DATE_TIME_KEY, MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

Note that in practice the size limit of column data is 50 characters, which corresponds to the data type size of the MEDIA_SERVER_IXN_GUID in the INTERACTION_FACT table.

ADDED_TS

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

START_DATE_TIME_KEY

Based on KVP: ChatServerSessionStartedAt

Identifies the start of a 15-minute interval in which the chat session 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 timestamp from the KVP to an appropriate time zone. In combination with MEDIA_SERVER_IXN_GUID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

END_DATE_TIME_KEY

Based on KVP: ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the chat session 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 timestamp from the KVP to an appropriate time zone.

TENANT_KEY

Based on KVP: csg_TenantId

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

SESSION_DURATION

Based on KVP: csg_SessionTotalTime

The duration, in seconds, of the Chat Server session. Note that async chat sessions could last for a few days.

MSG_FROM_AGENTS_COUNT

Based on KVP: csg_MessagesFromAgentsCount

The total number of all messages visible to the customer that were sent by all agents involved in the chat. A chat session might involve several agents (for example, in the case of a conference or transfer).

MSG_FROM_AGENTS_SIZE

Based on KVP: csg_MessagesFromAgentsSize

The total size of all messages visible to the customer that were sent by all agents involved in the chat. The size is expressed as number of characters, including spaces.

MSG_FROM_CUSTOMERS_COUNT

Based on KVP: csg_MessagesFromCustomersCount

The total number of messages sent by the customer.

MSG_FROM_CUSTOMERS_SIZE

Based on KVP: csg_MessagesFromCustomersSize

The total size of the messages sent by the customer. The size is expressed as number of characters, including spaces.

AGENT_REPLY_COUNT

Based on KVP: cse_AgentReplyTotalCount

The total number of agent replies to the customer.

AGENT_REPLY_MAX_DURATION

Based on KVP: cse_AgentReplyMaxTime

The maximum amount of time, in seconds, the agent(s) spent replying to the customer (in other words, the maximum amount of time that elapsed between the customer's response and the time the first agent actually sent a reply). If the customer's response was a set of messages, the reply interval is calculated from the time the first message in the set was received.

Note: For asynchronous (async) chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

AGENT_REPLY_DURATION

Based on KVP: cse_AgentReplyTotalTime

The total amount of time, in seconds, the agent(s) spent replying to the customer.

Note: For async chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

AGENT_WAIT_COUNT

Based on KVP: cse_AgentWaitTotalCount

The number of times the agent(s) waited for a reply from the customer.

AGENT_WAIT_MAX_DURATION

Based on KVP: cse_AgentWaitMaxTime

The maximum amount of time, in seconds, the agent(s) spent waiting for a reply from the customer (in other words, the maximum amount of time that elapsed between the last response from any agent and the customer's reply). If the agent was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

Note: For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

AGENT_WAIT_DURATION

Based on KVP: cse_AgentWaitTotalTime

The total amount of time, in seconds, the agent(s) spent waiting for a reply from the customer. If there were multiple agents on the chat, a time interval is counted only once.

Note: For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

CUSTOMER_REPLY_COUNT

Based on KVP: cse_CustomerReplyTotalCount

The number of times the customer replied to the agent(s).

CUSTOMER_REPLY_MAX_DURATION

Based on KVP: cse_CustomerReplyMaxTime

The maximum amount of time, in seconds, the customer spent replying to the agent(s). If the customer was replying to a set of messages, the reply interval is calculated from the time the first message in the set was received.

CUSTOMER_REPLY_DURATION

Based on KVP: cse_CustomerReplyTotalTime

The total amount of time, in seconds, the customer spent replying to the agent(s).

CUSTOMER_WAIT_COUNT

Based on KVP: cse_CustomerWaitTotalCount

The number of times the customer waited for a reply from an agent.

CUSTOMER_WAIT_MAX_DURATION

Based on KVP: cse_CustomerWaitMaxTime

The maximum amount of time, in seconds, the customer spent waiting for a reply from an agent. If the customer was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

CUSTOMER_WAIT_DURATION

Based on KVP: cse_CustomerWaitTotalTime

The total amount of time, in seconds, the customer spent waiting for a reply from an agent.

UNTIL_FIRST_AGENT_DURATION

Based on KVP: csg_SessionUntilFirstAgentTime

The amount of time, in seconds, the customer waited until the first agent visible to the customer joined the session. An agent is not visible to the customer until the interaction has been successfully routed to and accepted by the agent.

The meaning of a value of `0` (zero) depends on the value of AGENTS_COUNT:

- If AGENTS_COUNT = 0, no agent ever joined the session.
- If AGENTS_COUNT > 0, an agent joined very quickly or existed on the session from the start.

UNTIL_FIRST_REPLY_DURATION

Based on KVP: csg_SessionUntilFirstReplyTime

The amount of time since the start of the session, in seconds, until the first agent submits into the chat session the first greeting/message that is visible to the customer.

AGENTS_COUNT

Based on KVP: csg_PartiesAsAgentCount

The number of unique parties that participated in the chat session as agents.

MSG_FROM_BOTS_COUNT

Based on KVP: csg_MessagesFromBotsCount

The total number of messages visible to the customer that were sent by all bots that participated in the chat session.

MSG_FROM_BOTS_SIZE

Based on KVP: csg_MessagesFromBotsSize

The total size of all messages visible to the customer that were sent by all bots that participated in

the chat session. The size is expressed as number of characters, including spaces.

UNTIL_FIRST_BOT_DURATION

Based on KVP: csg_SessionUntilFirstBotTime

The amount of time, in seconds, the customer waited until the first bot visible to the customer joined the session.

BOTS_COUNT

Based on KVP: csg_PartiesAsBotCount

The number of unique parties that participated in the chat session as bots.

ASYNC_DORMANT_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncDormantTotalCount

The total number of times that the async chat session was put in a dormant state (no agent was connected to the async chat session with the customer).

ASYNC_DORMANT_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncDormantTotalTime

The total amount of time, in seconds, that the async chat session spent in a dormant state (no agent was connected to the async chat session with the customer). Routing time is excluded from this value.

ASYNC_IDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while no agent was connected to the async chat session (that is, while the chat session was in a dormant state).

ASYNC_IDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while no agent was connected (that is, while the chat session was in a dormant state).

ACTIVE_IDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_ActiveIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while at least one agent was connected to the async chat session (that is, while the chat session was technically in an active state).

ACTIVE_IDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_ActiveIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while at least one agent was connected (that is, while the chat session was technically in an active state).

HANDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_SessionHandleTotalCount

The total number of times a session was in an active state, with at least one agent connected to the chat session.

HANDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_SessionHandleTotalTime

The total time (in seconds) that at least one agent was connected to a chat session.

THREAD_ID

Introduced: Release 8.5.014.09
Based on KVP: thread_Id

Identifier of the thread that the chat session is part of. This field is populated in cloud deployments with Advanced Chat. The value allows you to associate interaction, or chat session, details with chat thread details by using the following reference:

```
CHAT_SESSION_FACT.THREAD_ID=CHAT_THREAD_FACT.THREAD_ID
```

CHAT_SESSION_DIM_KEY

Based on KVP: csg_SessionEndedByand csg_SessionEndedReasonand csg_LanguageNameand csg_MediaOriginand csg_ChatAsyncMode

The surrogate key that is used to join the CHAT_SESSION_DIM dimension to the fact table, to identify typical characteristics of the chat session.

MEDIA_TYPE_KEY

Based on KVP: csg_MediaType

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 KVP matches MEDIA_TYPE.MEDIA_NAME_CODE.

PARKING_QUEUE_COUNT

Introduced: Release 8.5.014.26
Based on KVP: cse_ParkingQueueCount

The total number of times that the interaction was placed in a parking queue. This column is populated only in deployments with Advanced Chat.

PARKING_QUEUE_DURATION

Introduced: Release 8.5.014.26
Based on KVP: cse_ParkingQueueCount

The total amount of time that the interaction spent in the parking queue. This column is populated only in deployments with Advanced Chat.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_CHAT_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table CHAT_THREAD_FACT

Description

Introduced: 8.5.014.09
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

This table is populated in cloud deployments with Advanced Chat. Each row in this table describes a chat thread, providing accumulated statistics for all chat sessions within a thread, in a deployment with Advanced Chat.

Each fact is based on user data about the chat thread sent in an Interaction Server reporting event when a particular chat session ends. Genesys Info Mart extracts the KVP data from the G_USERDATA_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT_THREAD_FACT record. Rows are inserted on receipt of the reporting event; rows are updated when a subsequent reporting event is received about a new chat session that is part of the same thread. The chat statistics reported in each record are summarized by thread and are not connected to specific agents.

The THREAD_ID links the CHAT_THREAD_FACT record with the related CHAT_SESSION_FACT.

Terminology note

The meanings of terms such as *interaction, session, thread,* and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT_SESSION_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_SESSION_FACT records is always referred to as a *session.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction,* and the term *session* could have a different meaning (see next bullet).
- For the CHAT_THREAD_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_THREAD_FACT records is always referred to as a *thread.* In certain chat implementations in

cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations.* As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

> ### 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
THREAD_ID	varchar(64)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
SESSIONS_COUNT	int		X		0
HANDLE_DURATION	int		X		0
AGENTS_COUNT	int		X		0
ENGAGEMENTS_COUNT	int		X		0
AGENT_REPLY_DURATION	int		X		0
MSG_FROM_AGENTS	int		X		0
MSG_FROM_AGENTS_SIZE	int		X		0
MSG_FROM_CUSTOMERS	int		X		0
MSG_FROM_CUSTOMERS_SIZE	int		X		0
MEDIA_TYPE_KEY	int		X	X	-2
MEDIA_ORIGIN_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

THREAD_ID

Based on KVP: thread_Id

Identifier of the thread that the chat session is part of. The value allows you to associate interaction, or chat session, details with chat thread details by using the following reference:

```
CHAT_SESSION_FACT.THREAD_ID=CHAT_THREAD_FACT.THREAD_ID
```

START_DATE_TIME_KEY

Based on KVP: cse_ChatThreadStartedAt

Identifies the start of a 15-minute interval in which the first session within the chat thread was initiated. 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 timestamp from the KVP to an appropriate time zone. In combination with THREAD_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

END_DATE_TIME_KEY

Based on KVP: ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the most recent session within the chat thread 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 timestamp from the KVP to an appropriate time zone.

TENANT_KEY

Based on KVP: csg_TenantId

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

SESSIONS_COUNT

Based on KVP: thrd_SessionsCount

The number of sessions in the thread.

HANDLE_DURATION

Based on KVP: thrd_HandleTime

The total time (in seconds) that at least one agent was connected to the thread. This value is

calculated as the sum of CHAT_SESSION_FACT.HANDLE_DURATION values for all chat sessions that are part of the thread.

AGENTS_COUNT

Based on KVP: thrd_PartiesAsAgentCount

The number of unique agents that handled interactions within the thread.

ENGAGEMENTS_COUNT

Based on KVP: thrd_EngagementsCount

The number of engagements, manifested as occurrences of Agent Join events when an agent was in active mode and performed some customer-related actions in the chat (for example, typed a message).

AGENT_REPLY_DURATION

Based on KVP: thrd_AgentReplyTotalTime

The amount of time elapsed between a client's message and a subsequent agent's message, summarized throughout the thread.

MSG_FROM_AGENTS

Based on KVP: thrd_MessagesFromAgentsCount

The total number of agents' messages in the thread.

MSG_FROM_AGENTS_SIZE

Based on KVP: thrd_MessagesFromAgentsSize

The total size of agents' messages in the thread, expressed as the number of characters, including spaces.

MSG_FROM_CUSTOMERS

Based on KVP: thrd_MessagesFromCustomersCount

The total number of client messages in the thread.

MSG_FROM_CUSTOMERS_SIZE

Based on KVP: thrd_MessagesFromCustomersSize

The total size of client messages in the thread, expressed as the number of characters, including spaces.

MEDIA_TYPE_KEY

Based on KVP: csg_MediaType

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables, to indicate the type of media.

MEDIA_ORIGIN_KEY

Based on KVP: csg_MediaOrigin

The surrogate key that is used to join the MEDIA_ORIGIN dimension to the fact tables, to indicate where the chat originated.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_CHAT_THREAD_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_END_REASON

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SESSION_END_REASON column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.

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
ID	int	X	X		
SESSION_END_REASON	nvarchar(20)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_END_REASON_KEY.

SESSION_END_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason why a Co-browse session ended, as provided by Co-browse Server. Possible reasons are:

- DISCONNECTED_USER
- NONE
- SESSION_OVER_LIMIT
- STOPPED_BY_USER
- TIMEOUT_INACTIVE

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.

Index List

CODE	U	C	Description
I_COBROWSE_END_REASON	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_END_REASON

Field	Sort	Comment
SESSION_END_REASON	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_FACT

Description

Introduced: 8.5.011.14

In partitioned databases, this table is partitioned.

Each row in this table describes a web page visit shared by an agent and a customer during a Co-browse session. The facts are based on data sent in reporting events from Co-browse Server to Genesys Kafka instance when a Co-browse session ends. Genesys Info Mart inserts a new row when it retrieves related data from Kafka instance; rows in this table are not updated. There is one row per web page viewed in a Co-browse session.

The MEDIA_SERVER_IXN_GUID links the COBROWSE_FACT record with the INTERACTION_FACT (IF) record for the Voice or Chat interaction that is associated with the Co-browse session. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Co-browse activity in conjunction with the underlying interaction activity.

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
SESSION_ID	varchar(50)/nvarchar(50)		X		
SESSION_TOKEN	varchar(20)/nvarchar(20)		X		
FIRST_SESSION	int		X		
MEDIA_SERVER_IXN_GUID	varchar(50)		X		
SESSION_START_TIME_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
SESSION_RW_FLAG	int		X		
SESSION_END_TIME_TS	int		X		
SEGMENT_ID	varchar(50)/nvarchar(50)		X		
SEGMENT_INDEX	int		X		
SEGMENT_START_TIME_TS	int		X		
SEGMENT_END_TIME_TS	int		X		
PAGE_ID	varchar(50)/nvarchar(50)	X	X		
PAGE_INDEX	int		X		
PAGE_URL	varchar(512)/nvarchar(512)		X		
PAGE_QUERY	varchar(255)/nvarchar(255)				
PAGE_START_TIME_TS	int		X		
PAGE_END_TIME_TS	int		X		
COBROWSE_USER_AGENT_KEY	int		X		-2
COBROWSE_END_REASON_KEY	int		X	X	-2
COBROWSE_MODE_KEY	int		X	X	-2
COBROWSE_PAGE_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

The identifier of the Co-browse session, as reported by Co-browse Server.

SESSION_TOKEN

The token assigned to the Co-browse session by Co-browse Server.

FIRST_SESSION

Indicates whether this is the first Co-browse session initiated within a given Voice or Chat interaction. The value is 1 for the first Co-browse session associated with the interaction; the value is 0 otherwise.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server for the Voice or Chat interaction associated with the Co-browse session.

SESSION_START_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session started.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the Co-browse session 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 timestamp from the reporting object to an appropriate time zone.

In combination with PAGE_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

SESSION_RW_FLAG

Identifies whether WRITE mode was used in any segment of the Co-browse session.

SESSION_END_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session ended.

SEGMENT_ID

The identifier of the segment within the Co-browse session, as reported by Co-browse Server.

SEGMENT_INDEX

The ordinal number of the segment within the Co-browse session. The value of 0 indicates the first segment.

SEGMENT_START_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session started.

SEGMENT_END_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session ended.

PAGE_ID

The identifier of the page visited in a Co-browse session, as reported by Co-browse Server.

In combination with START_DATE_TIME_KEY, PAGE_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

PAGE_INDEX

The ordinal number of the page visited during the Co-browse session. The value of 0 indicates the first page. The numbering is sequential throughout all segments within the same session.

PAGE_URL

The URL of the page visited during the Co-browse session.

PAGE_QUERY

Modified: 8.5.012.15 (No longer a mandatory field)
The part of the page URL following the question mark ("?") sign (the *query string*). The field might be empty.

PAGE_START_TIME_TS

The UTC-equivalent value of the date and time at which a page visit started.

PAGE_END_TIME_TS

The UTC-equivalent value of the date and time at which a page visit ended.

COBROWSE_USER_AGENT_KEY

The surrogate key that is used to join the COBROWSE_USER_AGENT dimension to the fact table, to identify typical characteristics of the Co-browse session.

COBROWSE_END_REASON_KEY

The surrogate key that is used to join the COBROWSE_END_REASON dimension to the fact table, to identify the reason for the Co-browse session to finish.

COBROWSE_MODE_KEY

The surrogate key that is used to join the COBROWSE_MODE dimension to the fact table, to identify modes uses in the Co-browse session.

COBROWSE_PAGE_KEY

The surrogate key that is used to join the COBROWSE_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse 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_COBROWSE_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_COBROWSE_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_MODE

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SEGMENT_MODE column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on the modes that are used in a Co-browse 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
ID	int	X	X		
SEGMENT_MODE	nvarchar(10)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_MODE_KEY.

SEGMENT_MODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN. In POINTER mode, the agent observes while the customer browses the web page. In WRITE mode, the agent can actively click or enter data on the web page. In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse 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.

Index List

CODE	U	C	Description
I_COBROWSE_MODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_MODE

Field	Sort	Comment
SEGMENT_MODE	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_PAGE

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the PAGE_DOMAIN and PAGE_PATH columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.

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
ID	int	X	X		
PAGE_DOMAIN	nvarchar(255)		X		Unknown
PAGE_PATH	nvarchar(255)		X		Unknown
PAGE_TITLE	nvarchar(255)		X		Unknown

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_PAGE_KEY.

PAGE_DOMAIN

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The domain of the web page shared in the Co-browse session.

PAGE_PATH

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The path inside the domain that indicates the web page shared in the Co-browse session.

PAGE_TITLE

The title of the web page shared in the Co-browse 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.

Index List

CODE	U	C	Description
I_COBROWSE_PAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_PAGE

Field	Sort	Comment
PAGE_DOMAIN	Ascending	
PAGE_PATH	Ascending	
PAGE_TITLE	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_USER_AGENT

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CREATOR_USER_AGENT, CREATOR_DEVICE_*, CREATOR_OS_*, and CREATOR_AGENT_* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table 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. The system characteristics include details about customer's device and browser.

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
ID	int	X	X		
CREATOR_USER_AGENT	nvarchar(255)		X		Unknown
CREATOR_DEVICE_CLASS	nvarchar(32)		X		Unknown

Column	Data Type	P	M	F	DV
CREATOR_DEVICE_BRAND	nvarchar(32)		X		Unknown
CREATOR_DEVICE_NAME	nvarchar(32)		X		Unknown
CREATOR_OS_CLASS	nvarchar(32)		X		Unknown
CREATOR_OS_NAME	nvarchar(32)		X		Unknown
CREATOR_OS_VER	nvarchar(32)		X		Unknown
CREATOR_AGENT_CLASS	nvarchar(32)		X		Unknown
CREATOR_AGENT_NAME	nvarchar(32)		X		Unknown
CREATOR_AGENT_VER	nvarchar(32)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_USER_AGENT_KEY.

CREATOR_USER_AGENT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type and version of the browser ("UserAgent") that the customer has used in the Co-browse session.

CREATOR_DEVICE_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the computing device, such as desktop or mobile, that the customer has used in the Co-browse session.

CREATOR_DEVICE_BRAND

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The brand of the customer's device used in the Co-browse session.

CREATOR_DEVICE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the customer's device used in the Co-browse session.

CREATOR_OS_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the operating system running on the customer's device used in the Co-browse session.

CREATOR_OS_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the operating system running on the customer's device used in the Co-browse session.

CREATOR_OS_VER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The version of the operating system running on the customer's device used in the Co-browse session; for example, Mac OS X.

CREATOR_AGENT_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the application used by the customer in the Co-browse session; for example, Browser.

CREATOR_AGENT_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the application (browser) used by the customer in the Co-browse session; for example, Chrome.

CREATOR_AGENT_VER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The version of the application (browser) used by the customer in the Co-browse 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.

Index List

CODE	U	C	Description
I_COBROWSE_USER_AGENT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_USER_AGENT

Field	Sort	Comment
CREATOR_USER_AGENT	Ascending	
CREATOR_DEVICE_CLASS	Ascending	
CREATOR_DEVICE_BRAND	Ascending	
CREATOR_DEVICE_NAME	Ascending	
CREATOR_OS_CLASS	Ascending	
CREATOR_OS_NAME	Ascending	
CREATOR_OS_VER	Ascending	
CREATOR_AGENT_CLASS	Ascending	
CREATOR_AGENT_NAME	Ascending	
CREATOR_AGENT_VER	Ascending	

Subject Areas

No subject area information available.

Table CONTACT_ATTEMPT_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.07 (record-creation behavior changed); 8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60 added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table describes an Outbound Contact Server (OCS) processing attempt for an outbound campaign contact. An attempt may or may not include dialing; an example of an attempt that did not include dialing would be a preview record that is retrieved but then canceled without dialing.

Starting with release 8.5.015.07, you can control whether Genesys Info Mart creates separate CONTACT_ATTEMPT_FACT (CAF) records or a single, aggregated CAF record for calls dialed in the context of the same CALL_ATTEMPT_GUID. The default is a single, aggregated record. Prior to release 8.5.015.07, Genesys Info Mart always created separate records for each call attempt dialed in the context of the same CALL_ATTEMPT_GUID. If you want to retain the prior behavior, set the **ocs-caf-aggregates-calls** option to `false`.

The grain of the fact is an accumulating snapshot that represents the duration of the attempt. Record-based columns are populated with data from the first record associated with the contact attempt. Rows are inserted only when the attempt is completed, and they are not updated.

The CALL_ATTEMPT_ID enables you to link a CAF record with the associated Interaction Resource Fact (IRF).

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
CONTACT_ATTEMPT_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
MEDIA_TYPE_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
DIALING_MODE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	-1
PLACE_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CPD_RESULT_KEY	int		X	X	
CALL_RESULT_KEY	int		X	X	
RECORD_TYPE_KEY	int		X	X	
RECORD_STATUS_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
CONTACT_INFO_TYPE_KEY	int		X	X	
TIME_ZONE_KEY	int		X	X	
ATTEMPT_DISPOSITION_KEY	int		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
CALLID	varchar(64)				
RECORD_FIELD_GROUP_1_KEY	int		X	X	
RECORD_FIELD_GROUP_2_KEY	int		X	X	
START_TS	int				
END_TS	int				
CALL_ATTEMPT_ID	varchar(64)				
RECORD_ID	int				
CHAIN_ID	int				
CHAIN_N	int				
CONTACT_INFO	varchar(255)/nvarchar(255)				
ATTEMPT_ORDINAL	int				

Column	Data Type	P	M	F	DV
DAILY_FROM_SECONDS	int				
DAILY_UNTIL_SECONDS	int				
DAILY_FROM_TIME	int				
DAILY_UNTIL_TIME	int				
DAILY_FROM_TIME_KEY	int				
DAILY_UNTIL_TIME_KEY	int				
CONTACT_DAILY_FROM_TIME	datetime				
CONTACT_DAILY_UNTIL_TIME	datetime				
DIAL_SCHED_TIME	int				
DIAL_SCHED_TIME_KEY	int				
CONTACT_DIAL_SCHED_TIME	datetime				
OVERDIAL_FLAG	numeric(1)				
CONTACT_COMPLETE_FLAG	numeric(1)				
RPC_FLAG	numeric(1)				
CONVERSION_FLAG	numeric(1)				
CPD_DIAL_COUNT	smallint				0
CPD_DIAL_DURATION_MS	int				0
CPD_COUNT	smallint				0
CPD_DURATION_MS	int				0
CPD_TRANSFER_COUNT	smallint				0
CPD_TRANSFER_DURATION_MS	int				0
RECORD_FIELD_1 through RECORD_FIELD_10	numeric(14,4)				
RECORD_FIELD_11 through RECORD_FIELD_30	int				
RECORD_FIELD_31 through RECORD_FIELD_60	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CONTACT_ATTEMPT_FACT_KEY

The primary key of this table.

TENANT_KEY

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

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.

MEDIA_TYPE_KEY

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

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the contact attempt 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 contact attempt 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 END_TS timestamp to an appropriate time zone.

DIALING_MODE_KEY

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

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact and aggregate tables in order to identify the person who indicated that this contact attempt is processed. Note that this resource is not necessarily the same resource that handled the outbound call.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups of which the Agent resource was a member when the contact attempt started. This field references the default "No Group" (-2) value if the Agent does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

PLACE_KEY

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

CAMPAIGN_KEY

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

GROUP_KEY

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

CPD_RESULT_KEY

The surrogate key that is used to join the CALL_RESULT dimension to the fact tables for the dialer result.

CALL_RESULT_KEY

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

RECORD_TYPE_KEY

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

RECORD_STATUS_KEY

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

CALLING_LIST_KEY

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

CONTACT_INFO_TYPE_KEY

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

TIME_ZONE_KEY

The surrogate key that is used to join the TIME_ZONE dimension to the fact tables. It specifies the time zone of the contact.

ATTEMPT_DISPOSITION_KEY

The key that uniquely identifies the disposition. The key value combines the state and the descriptor that provides additional details. The first eight bits identify the cause of the contact attempt termination. The key can be used to join the ATTEMPT_DISPOSITION table to the fact table.

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table. This surrogate key is used to join this contact attempt fact to its campaign group session fact. In other words, this key places the contact attempt within the context of a campaign group session.

CALLID

The unique ID of the interaction, as retrieved from the CALLID field of the GOX_CHAIN_CALL IDB table. The referenced interaction depends on the campaign dialing mode. For example, for Push Preview dialing mode, CALLID refers to the multimedia interaction that is used to push the preview record to an agent.

If Genesys Info Mart has been configured to create a single, aggregated record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID, the CALLID refers to the last dialed call. (This is the default behavior starting with release 8.5.015.07.)

RECORD_FIELD_GROUP_1_KEY

The surrogate key that is used to join the RECORD_FIELD_GROUP_1 dimension to the fact tables. It

optionally specifies a combination of configured field values for a contact attempt.

RECORD_FIELD_GROUP_2_KEY

The surrogate key that is used to join the RECORD_FIELD_GROUP_2 dimension to the fact tables. It optionally specifies a combination of configured field values for a contact attempt.

START_TS

The UTC-equivalent value of the date and time at which the contact attempt began.

END_TS

The UTC-equivalent value of the date and time at which the contact attempt ended.

CALL_ATTEMPT_ID

The ID that is assigned to this processing attempt by OCS.

This value allows you to associate interaction details with contact attempt details using the following references:

- IRF_USER_DATA_GEN_1.GSW_CALL_ATTEMPT_GUID = CONTACT_ATTEMPT_FACT.CALL_ATTEMPT_ID
- IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID = INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID

RECORD_ID

The unique identifier for the record in the calling list.

CHAIN_ID

The chain identifier of the record that is being attempted.

CHAIN_N

The order of the record that is being attempted within the chain.

For example, a customer, represented by CHAIN_ID=5, could have the following order of attempts defined in this table:

- The first link in the chain (CHAIN_N = 1) could represent the customer's home telephone number (RECORD_ID = 10).
- The second link in the chain (CHAIN_N = 2) could represent the customer's work telephone number (RECORD_ID = 11).

CONTACT_INFO

The contact_info of the record that is being attempted. The CONTACT_INFO_TYPE dimension value indicates the type, such as HomePhone.

ATTEMPT_ORDINAL

The attempt number of the calling list record.

DAILY_FROM_SECONDS

Indicates the start of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

DAILY_UNTIL_SECONDS

Indicates the end of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

DAILY_FROM_TIME

The UTC-equivalent value that corresponds to the start of the time frame during which this record can be called.

DAILY_UNTIL_TIME

The UTC-equivalent value that corresponds to the end of the time frame during which this record can be called.

DAILY_FROM_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the start of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

DAILY_UNTIL_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the end of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

CONTACT_DAILY_FROM_TIME

The starting date and time of the time frame during which this record can be called, in the time zone of the contact.

CONTACT_DAILY_UNTIL_TIME

The ending date and time of the time frame during which this record can be called, in the time zone of the contact.

DIAL_SCHED_TIME

Modified: 8.5.116.26 (behavior changed)
The UTC-equivalent value of the date and time of the scheduled call. Starting with release 8.5.116.26, the ocs-dial-sched-time option enables you to specify whether the value represents the scheduled time of the next call attempt or the time that was scheduled for the current call attempt. The default behavior is to record the next call attempt.

DIAL_SCHED_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the scheduled time of the call, as specified in the DIAL_SCHED_TIME field. Use this value as a key to join 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.

CONTACT_DIAL_SCHED_TIME

The date and time of the scheduled call, in the time zone of the contact.

OVERDIAL_FLAG

A flag to indicate whether this attempt was overdialed, meaning that a contact was reached, but no agent or IVR was available to handle the call: 0 = No, 1 = Yes.

CONTACT_COMPLETE_FLAG

A flag to indicate whether this attempt led to the contact being completed: 0 = No, 1 = Yes.

RPC_FLAG

Indicates whether the right person was contacted during this processing attempt: 0 = No, 1 = Yes.

CONVERSION_FLAG

Indicates whether a conversion was made during this processing attempt: 0 = No, 1 = Yes.

CPD_DIAL_COUNT

Indicates whether dialing duration was provided by OCS: 0 = No, 1 = Yes.

CPD_DIAL_DURATION_MS

The time, in milliseconds, between the moment when dialing was initiated and the moment when the dialed call was answered by the called party or when the call that did not reach the called party was released.

Note that the time when the call was answered by the called party is available only when Call Progress Detection (CPD) Server is used for dialing.

CPD_COUNT

Indicates whether this contact attempt had call progress detection performed against it: 0 = No, 1 = Yes.

CPD_DURATION_MS

The time, in milliseconds, from the moment when the call was answered by the called party until the moment when CPD was done.

Note that both time stamps are available only when CPD Server is used for dialing.

CPD_TRANSFER_COUNT

Indicates whether a transfer was used to deliver the call from the point of call progress detection to the Agent or IVR.

CPD_TRANSFER_DURATION_MS

The time, in milliseconds, between the moment when CPD was completed and the moment when the call was established on the Agent's DN or IVR DN.

Note that the time when CPD was completed is available only when CPD Server is used for dialing.

RECORD_FIELD_1 through RECORD_FIELD_10

Value of custom record fields 1 through 10, respectively. These fields are a numeric data type.

RECORD_FIELD_11 through RECORD_FIELD_30

Value of custom record fields 11 through 30, respectively. These fields are a numeric data type.

RECORD_FIELD_31 through RECORD_FIELD_60

Introduced: Release 8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)
Value of custom record fields 31 through 60, respectively. These fields are a character data type.

ACTIVE_FLAG

Indicates whether the contact attempt is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

CODE	U	C	Description
I_CAF_TNT			Improves access time, based on the Tenant.
I_CAF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CAF_CID			Improves access time, based on the Call ID.

Index I_CAF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CAF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Index I_CAF_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

Index I_CAF_CID

Field	Sort	Comment
CALLID	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Facts — Represents the relationships between subject area facts.

Table CONTACT_INFO_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CONTACT_INFO_TYPE and CONTACT_INFO_TYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign contact information type. Each row describes one contact information type, such as Home Phone.

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
CONTACT_INFO_TYPE_KEY	int	X	X		
CONTACT_INFO_TYPE	nvarchar(32)				
CONTACT_INFO_TYPE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

CONTACT_INFO_TYPE_KEY

The surrogate key that is used to join the Contact Info Type dimension table to the fact tables.

CONTACT_INFO_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the contact information type. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

This value can change with localization.

CONTACT_INFO_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the contact information type. This field is set to one of the following values:

- NO_CONTACT_TYPE
- HOME_PHONE
- DIRECT_BUSINESS_PHONE
- BUSINESS_WITH_EXTENSION
- MOBILE
- VACATION_PHONE
- PAGER
- MODEM
- VOICE_MAIL
- PIN_PAGER
- EMAIL_ADDRESS
- INSTANT_MESSAGING

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table DATE_TIME

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described by attributes of calendar date and 15-minute time interval. This dimension is a calendar — either default or defined in configuration. The table is first populated for a configurable time period in which the schema is initialized and is subsequently populated for the next time period as part of maintenance. Configuration of a time zone and week-numbering rules affect the data population for this table. Each row describes a 15-minute time interval for one calendar date. A single row that contains a date in 2025 is included to serve a special purpose: this future date earmarks a tentative end time for active facts so that applications do not have to test for null. This table enables aggregation along an arbitrary time interval.

Custom DATE_TIME tables can be added to the schema at any point during or after the Genesys Info Mart deployment. These tables have the same structure as the DATE_TIME table, are controlled with dedicated configuration options, and are populated by using algorithms that are similar to those for the DATE_TIME table.

By default, the DATE_TIME calendar is a Gregorian, not a fiscal, calendar. Values that describe the weeks in which dates belong are fixed to begin on Sunday, with the exception of the first week of the year, which may contain fewer than seven days and may start on a day other than Sunday. The last week of a year may also contain fewer than seven days. This setting is referred to as "simple week numbering" because the calendar year and the week-numbering year coincide. By customizing settings in the date-time configuration section before Genesys Info Mart is initialized, you can change the week starting day, the minimum number of days in the first week of the year, and the time zone. Alternatively, by changing the `fiscal-year-week-pattern` setting, you can configure the calendar to be a fiscal one.

If you want to change any of the fundamental features of the DATE_TIME dimension during runtime, you must take special steps to avoid introducing inconsistencies into your calendar data and compromising your reporting results. For information about changing calendar settings during runtime, see the procedure about changing calendar options in the Genesys Info Mart Operations Guide.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not.

The DATE_TIME_NEXT_* keys facilitate the retrieval of data for a defined reporting interval by identifying all of the rows in the table that define the upper boundary of the reporting interval.

The LABEL_* fields provide various string representations of a standard calendar date and/or 15-minute interval.

The RUNNING_* fields facilitate the search of facts for the last x number of years, quarters, months, weeks, days, hours, or subhours.

> ### 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
DATE_TIME_KEY	int	X	X		
DATE_TIME_30MIN_KEY	int		X		
DATE_TIME_HOUR_KEY	int		X		
DATE_TIME_DAY_KEY	int		X		
DATE_TIME_WEEK_KEY	int		X		
DATE_TIME_MONTH_KEY	int		X		
DATE_TIME_QUARTER_KEY	int		X		
DATE_TIME_YEAR_KEY	int		X		
DATE_TIME_NEXT_KEY	int		X		
DATE_TIME_NEXT_30MIN_KEY	int		X		
DATE_TIME_NEXT_HOUR_KEY	int		X		
DATE_TIME_NEXT_DAY_KEY	int		X		
DATE_TIME_NEXT_WEEK_KEY	int		X		
DATE_TIME_NEXT_MONTH_KEY	int		X		
DATE_TIME_NEXT_QUARTER_KEY	int		X		
DATE_TIME_NEXT_YEAR_KEY	int		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
CAL_DATE	datetime		X		
CAL_DAY_NAME	varchar(32)/nvarchar(32)		X		
CAL_MONTH_NAME	varchar(32)/nvarchar(32)		X		
CAL_DAY_NUM_IN_WEEK	smallint		X		
CAL_DAY_NUM_IN_MONTH	smallint		X		
CAL_DAY_NUM_IN_YEAR	smallint		X		
CAL_LAST_DAY_IN_WEEK	numeric(1)		X		
CAL_LAST_DAY_IN_MONTH	numeric(1)		X		
CAL_WEEK_NUM_IN_YEAR	smallint		X		
WEEK_YEAR	smallint		X		
CAL_WEEK_START_DATE	datetime		X		
CAL_WEEK_END_DATE	datetime		X		
CAL_MONTH_NUM_IN_YEAR	smallint		X		
CAL_QUARTER_NUM_IN_YEAR	smallint		X		
CAL_HALF_NUM_IN_YEAR	smallint		X		
CAL_YEAR_NUM	smallint		X		
CAL_HOUR_NUM_IN_DAY	smallint		X		
CAL_HOUR_24_NUM_IN_DAY	smallint		X		
CAL_MINUTE_NUM_IN_HOUR	smallint		X		
CAL_30MINUTE_NUM_IN_HOUR	smallint		X		
LABEL_YYYY	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_QQ	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_WE	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_WE_D	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_30MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_15MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_15MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_HOUR	varchar(32)/nvarchar(32)		X		

Column	Data Type	P	M	F	DV
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)/nvarchar(32)		X		
LABEL_QQ	varchar(32)/nvarchar(32)		X		
LABEL_MM	varchar(32)/nvarchar(32)		X		
LABEL_WE	varchar(32)/nvarchar(32)		X		
LABEL_DD	varchar(32)/nvarchar(32)		X		
LABEL_HH	varchar(32)/nvarchar(32)		X		
LABEL_HH24	varchar(32)/nvarchar(32)		X		
LABEL_30MI	varchar(32)/nvarchar(32)		X		
LABEL_MI	varchar(32)/nvarchar(32)		X		
LABEL_TZ	varchar(32)/nvarchar(32)		X		
AMPM_INDICATOR	varchar(4)/nvarchar(4)		X		
RUNNING_YEAR_NUM	int		X		
RUNNING_QUARTER_NUM	int		X		
RUNNING_MONTH_NUM	int		X		
RUNNING_WEEK_NUM	int		X		
RUNNING_DAY_NUM	int		X		
RUNNING_HOUR_NUM	int		X		
RUNNING_30MIN_NUM	int		X		

DATE_TIME_KEY

The primary key of this table. It is used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field increases monotonically to facilitate the calculation of time interval ranges and is equal to the UTC-equivalent time at which the time interval started.

DATE_TIME_30MIN_KEY

The surrogate key that is used to join a particular 30-minute interval in this table to the fact and aggregate tables. Two rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the 30-minute interval.

DATE_TIME_HOUR_KEY

The surrogate key that is used to join a particular hour in this table to the fact and aggregate tables. Four rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the hour interval.

DATE_TIME_DAY_KEY

The surrogate key that is used to join a particular day in this table to the fact and aggregate tables. Ninety-six rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the day interval.

DATE_TIME_WEEK_KEY

The surrogate key that is used to join a particular week in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the week interval.

DATE_TIME_MONTH_KEY

The surrogate key that is used to join a particular month in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the month interval.

DATE_TIME_QUARTER_KEY

The surrogate key that is used to join a particular quarter in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the quarter interval.

DATE_TIME_YEAR_KEY

The surrogate key that is used to join a particular year in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the year interval.

DATE_TIME_NEXT_KEY

Points to the next record of this table. This value is DATE_TIME_KEY+1.

DATE_TIME_NEXT_30MIN_KEY

Points to the DATE_TIME_30MIN_KEY record that represents the next 30-minute period.

DATE_TIME_NEXT_HOUR_KEY

Points to the DATE_TIME_HOUR_KEY record that represents the next hour.

DATE_TIME_NEXT_DAY_KEY

Points to the DATE_TIME_DAY_KEY record that represents the next calendar day.

DATE_TIME_NEXT_WEEK_KEY

Points to the DATE_TIME_WEEK_KEY record that represents the next calendar week.

DATE_TIME_NEXT_MONTH_KEY

Points to the DATE_TIME_MONTH_KEY record that represents the next calendar month.

DATE_TIME_NEXT_QUARTER_KEY

Points to the DATE_TIME_QUARTER_KEY record that represents the next calendar quarter.

DATE_TIME_NEXT_YEAR_KEY

Points to the DATE_TIME_YEAR_KEY record that represents the next year.

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.

CAL_DATE

The date/time data type for a calendar date that is specific for this RDBMS.

CAL_DAY_NAME

The calendar day name — for example, "Sunday".

CAL_MONTH_NAME

The calendar month name — for example, "January".

CAL_DAY_NUM_IN_WEEK

The day number in a week. By default, the values start with 1 for Sunday and end with 7 for Saturday. If another day is configured as the first day of the week, the value 1 is populated for that day, the value 2 is populated for the subsequent day, and so forth. For example, if Monday is configured as the first day of the week (that is, the **first-day-of-week** configuration option is set to 2), the CAL_DAY_NUM_IN_WEEK values start with 1 for Monday and end with 7 for Sunday.

CAL_DAY_NUM_IN_MONTH

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

CAL_DAY_NUM_IN_YEAR

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

CAL_LAST_DAY_IN_WEEK

The indicator for the last day of the calendar week: 0 = No, 1 = Yes. For example, this value may be 0 for Wednesday records and 1 for Saturday records.

CAL_LAST_DAY_IN_MONTH

The indicator for the last day of the calendar month: 0 = No, 1 = Yes. For example, this value is set to 0 for January 16 and 1 for January 31.

CAL_WEEK_NUM_IN_YEAR

The week number in the calendar year, starting with 1 and ending with 53. The first week begins on the first day of the calendar year and may contain fewer than seven days. Likewise, the last week, ending with the last day of the year, may contain fewer than seven days.

WEEK_YEAR

The year number for the week to which this day belongs. By default, the week year matches the calendar year. If the week numbering is configured to differ from the simple week numbering (for

example, for the purpose of financial reports), the year number that is stored for the first and last weeks differs from the year number of the calendar year.

CAL_WEEK_START_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week start date. For example, if a week starts on Sunday, this value is March 7, 2010 for all dates between March 7, 2010 and March 13, 2010.

CAL_WEEK_END_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week end date. For example, if a week starts on Sunday, this value is March 13, 2010 for all dates between March 7, 2010 and March 13, 2010.

CAL_MONTH_NUM_IN_YEAR

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

CAL_QUARTER_NUM_IN_YEAR

The number of the quarter in the calendar year, starting with 1 for the first quarter (January 1 through March 31) and ending with 4 for the fourth quarter (October 1 through December 31).

CAL_HALF_NUM_IN_YEAR

The number of the half of the calendar year, starting with 1 for January 1 through June 30 and ending with 2 for July 1 through December 31.

CAL_YEAR_NUM

The Gregorian calendar year, expressed as a four-digit integer — for example, 2010.

CAL_HOUR_NUM_IN_DAY

The hour of the day, expressed as an integer from 1-12. This field is intended to be used in conjunction with the AMPM_INDICATOR field.

CAL_HOUR_24_NUM_IN_DAY

The hour of the day, as an integer from 00 to 23.

CAL_MINUTE_NUM_IN_HOUR

The 15-minute number of the hour. This field is set to one of the following values:

- 0 — for 0 <= min < 15
- 15 — for 15 <= min < 30
- 30 — for 30 <= min < 45
- 45 — for 45 <= min < 60

CAL_30MINUTE_NUM_IN_HOUR

The 30-minute number of the hour. This field is set to one of the following values:

- 0 — for 0 <= min < 30
- 30 — for 30 <= min < 60

LABEL_YYYY

The current date expressed as a string in YYYY format, where YYYY represents a four-digit year. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010".

LABEL_YYYY_QQ

The current date, expressed as a string in YYYY QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010 1Q".

LABEL_YYYY_MM

The current date, expressed as a string in YYYY-MM format, where MM represents the two-digit month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01".

LABEL_YYYY_WE

The current date, expressed as a string in YYYY-Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label in report headers. For example, with simple week numbering, the label that this field stores for January

30, 2010, at 15:45 is "2010-W05" (January 30, 2010 fell in the fifth week of the year).

LABEL_YYYY_WE_D

The current date expressed as a string in YYYY-Www-D format, where Www represents the two-digit week number of the year, preceded by the letter "W", and D represents the day number in the week. This field is useful when used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-05-1" (January 30, 2010 fell in the fifth week of the year, and Sunday is the first day of the week).

LABEL_YYYY_MM_DD

The current date, expressed as a string in YYYY-MM-DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30".

LABEL_YYYY_MM_DD_HH

The current date, expressed as a string in YYYY-MM-DD HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03".

LABEL_YYYY_MM_DD_HH24

The current date, expressed as a string in YYYY-MM-DD HH format where hour (HH) values range from 01 to 24. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15".

LABEL_YYYY_MM_DD_HH_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30".

LABEL_YYYY_MM_DD_HH24_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30".

LABEL_YYYY_MM_DD_HH_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45".

LABEL_YYYY_MM_DD_HH24_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45".

LABEL_YYYY_MM_DD_HH_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day. Hour values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45-04:00".

LABEL_YYYY_MM_DD_HH24_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45-16:00".

LABEL_YYYY_MM_DD_HH_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30-04:00".

LABEL_YYYY_MM_DD_HH24_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30-16:00".

LABEL_QQ

A string representation of the current date, expressed in QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "1Q".

LABEL_MM

A string representation of the current date, expressed in MM format, where MM represents the two-digit month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "01".

LABEL_WE

A string representation of the current date, expressed in Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label for report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "W05". (January 30, 2010 falls in the fifth week of the year.)

LABEL_DD

A string representation of the current date, expressed in DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

LABEL_HH

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "03".

LABEL_HH24

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "15".

LABEL_30MI

A string representation of the current date, expressed in mm format, where mm represents the closest 30-minute period that is less than or equal to the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

LABEL_MI

A string representation of the current date, expressed in mm format, where mm represents the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "45".

LABEL_TZ

A string representation of the time zone designator, as defined in ISO 8601 standard. For the time zone in which the UTC offset is equal zero, the letter "Z" is stored as the time zone designator. The zone designator for other time zones is specified by the offset from UTC in the format ±HH:<mm>, where HH represents hours and mm represents minutes, if applicable. For example, if the time that is being described is one hour ahead of UTC, the stored value would be "+01".

AMPM_INDICATOR

Indicates the period between midnight and noon ("AM") or between noon and midnight ("PM").

RUNNING_YEAR_NUM

The running year number, starting with 1 for the year that is populated as the first year in this calendar. The **date-time-start-year** configuration option controls the starting year. By default, the calendar starts with the year that precedes the DATE_TIME table initialization. For example, if the Genesys Info Mart database is initiated in year 2010, this field stores the value of 2 for rows that are generated for 2010 dates.

RUNNING_QUARTER_NUM

The running quarter number, starting with 1 as the first quarter of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-4, respectively, for the four quarters of the first populated year (for example, 2009); 5-8, respectively, for the four quarters of the second populated year (in this example, 2010); and so forth.

RUNNING_MONTH_NUM

The running month number, starting with 1 as the first month of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-12, respectively, for the 12 months of the first populated year (for example, 2009); 13-24, respectively, for the 12 months of the second populated year (in this example, 2010); and so forth.

RUNNING_WEEK_NUM

The running week number, starting with 1 as the first week of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that, with simple week numbering, this value is 1-53, respectively, for the 53 weeks of the first populated year (for example,

2009); 54-107, respectively, for the 53 weeks of the second populated year (in this example, 2010); and so forth.

RUNNING_DAY_NUM

The running day number, starting with 1 as the first day of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-365, respectively, for the 365 days of the first populated year (for example, 2009); 366-730, respectively, for the 365 days of the second populated year (in this example, 2010); and so forth.

RUNNING_HOUR_NUM

The running hour number, starting with 1 as the first hour of the first day of the first year that is populated for this calendar. Running hours do not reset at the beginning of each day, so that this value is 1-24, respectively, for the 24 hours of the first populated day (for example, 1/1/2009); 25-48, respectively, for the 24 hours of the second populated day (in this example, 1/2/2009); and so forth.

RUNNING_30MIN_NUM

The running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of the first year that is populated for this calendar. Running 30-minute periods do not reset at the beginning of each hour, so that this value is 1-2, respectively, for the two 30-minute intervals of the first hour of 1/1/2009, if 2009 is the first year populated for this calendar; 3-4, respectively, for the two 30-minute intervals in the second hour of this day; and so forth.

Index List

CODE	U	C	Description
IDX_DT_30			Improves access time, based on a 30-minute key.
IDX_DT_NEXT30			Improves access time, based on the next 30-minute key.
IDX_DT_NEXT			Improves access time, based on the key of the next record.
IDX_DT_30_INT			Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
IDX_DT_HOUR_INT			Improves access time, based on the hour key,

CODE	U	C	Description
			the next hour key, and the primary key.
IDX_DT_DAY_INT			Improves access time, based on the day key, the next day key, and the primary key.
IDX_DT_MONTH_INT			Improves access time, based on the month key, the next month key, and the primary key.
IDX_DT_CAL_DATE			Improves access time, based on the calendar date.

Index IDX_DT_30

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	

Index IDX_DT_NEXT30

Field	Sort	Comment
DATE_TIME_NEXT_30MIN_KEY	Ascending	

Index IDX_DT_NEXT

Field	Sort	Comment
DATE_TIME_NEXT_KEY	Ascending	

Index IDX_DT_30_INT

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	
DATE_TIME_NEXT_30MIN_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_HOUR_INT

Field	Sort	Comment
DATE_TIME_HOUR_KEY	Ascending	

Field	Sort	Comment
DATE_TIME_NEXT_HOUR_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_DAY_INT

Field	Sort	Comment
DATE_TIME_DAY_KEY	Ascending	
DATE_TIME_NEXT_DAY_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_MONTH_INT

Field	Sort	Comment
DATE_TIME_MONTH_KEY	Ascending	
DATE_TIME_NEXT_MONTH_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_CAL_DATE

Field	Sort	Comment
CAL_DATE	Ascending	

Subject Areas

- Calling_List_Metric — Represents a snapshot of outbound campaign calling list metrics.
- Calling_List_To_Campaign — Represents the associations between calling lists and campaigns.
- Campaign_Group_Session — Represents campaign groups as they are being loaded and unloaded.
- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
- Campaign_Group_To_Campaign — Represents the associations between agent groups or place groups and campaigns.
- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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 state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Place_Group — Represents the membership of places among place groups.
- Resource_Group — Represents the membership of contact center resources among resource groups.
- Resource_Skill — Represents the skill resumes of agent resources.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table DIALING_MODE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DIALING_MODE and DIALING_MODE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

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
DIALING_MODE_KEY	int	X	X		
DIALING_MODE	nvarchar(32)				
DIALING_MODE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

DIALING_MODE_KEY

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

DIALING_MODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The dialing mode. This field is set to one of the following values:

- None
- Unknown Dialing Mode
- Predictive
- Progressive
- Preview
- Progressive with seizing
- Predictive with seizing
- Power
- Power with seizing
- Push Preview
- Progressive GVP
- Predictive GVP
- Power GVP

These values change with localization.

DIALING_MODE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The dialing mode code. This field is set to one of the following values:

- NONE
- UNKNOWN_DIALING_MODE
- PREDICTIVE
- PROGRESSIVE
- PREVIEW
- PROGRESSIVE_WITH_SEIZING
- PREDICTIVE_WITH_SEIZING
- POWER
- POWER_WITH_SEIZING
- PUSH_PREVIEW
- PROGRESSIVE_GVP
- PREDICTIVE_GVP
- POWER_GVP

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table GPM_DIM1

Description

Introduced: 8.5.014.09

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.

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
ID	int	X	X		
PREDICTOR_TYPE	nvarchar(32)		X		unknown
ROUTING_CRITERIA	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_DIM1_KEY.

PREDICTOR_TYPE

Based on KVP: gpmPredictorType

Describes the type of KPI for which the predictor is used.

ROUTING_CRITERIA

Based on KVP: gpmRoutingMethod

Reserved for future use.

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.

Index List

CODE	U	C	Description
I_GPM_DIM1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_DIM1

Field	Sort	Comment
PREDICTOR_TYPE	Ascending	
ROUTING_CRITERIA	Ascending	

Subject Areas

No subject area information available.

Table GPM_FACT

Description

Introduced: 8.5.009
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (VQ_GUID and VQ_RESOURCE_KEY added); 8.5.014.09 (DEFAULT_SCORE, DEFAULT_SCORE_USED, DEFAULT_SCORES_COUNT, GLOBAL_SCORES_COUNT, ADJUSTED_SCORE, INITIAL_SCORE_THRESHOLD, FINAL_SCORE_THRESHOLD, SUITABLE_AGENTS_COUNT, GPM_DIM1_KEY added); 8.5.011 (START_DATE_TIME_KEY became part of the composite primary key in nonpartitioned as well as partitioned databases); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for MEDIA_SERVER_IXN_GUID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes an attempt to route an interaction to an agent using Predictive Routing. The facts are based on data sent in UserEvents by your routing solution for interactions on voice, web, and mobile channels. Rows are inserted on receipt of a Predictive Routing–related event and are not updated. There is one row per interaction routing attempt per agent.

The MEDIA_SERVER_IXN_GUID links the GPM_FACT record with the related INTERACTION_FACT (IF), and the RESOURCE_KEY enables you to then link further to an INTERACTION_RESOURCE_FACT (IRF). Starting with release 8.5.014.19, you can also use the MEDIA_SERVER_IXN_GUID and the VQ_GUID to link GPM_FACT records with related MEDIATION_SEGMENT_FACT (MSF) records. In this way, the GPM_FACT table enables you to generate reports that provide interaction-level and queue-level detail about Predictive Routing usage and its impact on KPIs, as well as evaluate the results for various models and predictors.

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
MEDIA_SERVER_IXN_GUID	varchar(64)	X	X		
ROUTE_ATTEMPT_ID	int	X	X		1
RESOURCE_KEY	int	X	X	X	-2
START_DATE_TIME_KEY	int	X	X	X	
ADDED_TS	int		X		
MESSAGE	varchar(255)/nvarchar(255)				
AGENT_SCORE	numeric(10,5)		X		0
GLOBAL_SCORE	numeric(10,5)		X		0
MEDIAN_SCORE	numeric(10,5)		X		0
MAX_SCORE	numeric(10,5)		X		0
MIN_SCORE	numeric(10,5)		X		0
SCORE_ABOVE_MEDIAN	varchar(10)/nvarchar(10)		X		unknown
AGENT_RANK	int		X		0
TARGET_SIZE	int		X		0
WAIT_TIME	int		X		0
GPM_RESULT_KEY	int		X	X	-2
GPM_PREDICTOR_KEY	int		X	X	-2
GPM_MODEL_KEY	int		X	X	-2
DEFAULT_SCORE	numeric(10,5)				
DEFAULT_SCORE_USED	int				
DEFAULT_SCORES_COUNT	int				
GLOBAL_SCORES_COUNT	int				
ADJUSTED_SCORE	numeric(10,5)				
INITIAL_SCORE_THRESHOLD	int				
FINAL_SCORE_THRESHOLD	int				
SUITABLE_AGENTS_COUNT	int				
GPM_DIM1_KEY	int		X		-2
VQ_GUID	varchar(64)				
VQ_RESOURCE_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

MEDIA_SERVER_IXN_GUID

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

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. This value allows you to associate interaction details with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
AND INTERACTION_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
```

Similarly, you can associate queue activity with Predictive Routing results by linking to the MEDIA_SERVER_IXN_GUID and START_DATE_TIME_KEY fields in the MEDIATION_SEGMENT_FACT (MSF) table.

In combination with RESOURCE_KEY, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for this table.

Note that in practice the size limit of column data is 50 characters, which corresponds to the data type size of the MEDIA_SERVER_IXN_GUID in the INTERACTION_FACT table.

ROUTE_ATTEMPT_ID

Based on KVP: gpmRouteAttemptId

The sequence number of the attempt to route an interaction using Predictive Routing. In combination with RESOURCE_KEY, MEDIA_SERVER_IXN_GUID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the ROUTE_ATTEMPT_ID forms the value of the composite primary key for this table.

RESOURCE_KEY

Based on KVP: gpmAgentDBIDand AGENT_CFG_TYPE_IDand AGENT_CFG_TYPE

The surrogate key that is used to join the RESOURCE_ dimension to the fact table, to identify the agent resource that was the target of the Predictive Routing attempt. In combination with MEDIA_SERVER_IXN_GUID, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the RESOURCE_KEY forms the value of the composite primary key for this table.

START_DATE_TIME_KEY

Modified: 8.5.011 (added to the composite primary key in nonpartitioned databases)
Identifies the start of a 15-minute interval in which the interaction started. 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. Starting with release 8.5.011, in combination with MEDIA_SERVER_IXN_GUID, RESOURCE_KEY, and

ROUTE_ATTEMPT_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

ADDED_TS

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

MESSAGE

Modified: 8.5.009.20 (default value no longer defined)
Based on KVP: gpmMessage

The message that displays when the Predictive Routing result, as reported by the GPM_RESULT_KEY, is an error.

AGENT_SCORE

Based on KVP: gpmAgentScore

The score of the agent to whom the interaction was routed.

GLOBAL_SCORE

Based on KVP: gpmGlobalScore

The average score calculated for a sub-group of agents in the target group, for whom the global model was utilized in score computation.

MEDIAN_SCORE

Based on KVP: gpmMedianScore

The median score for the target group of agents to which the agent belongs.

MAX_SCORE

Based on KVP: gpmMaxScore

The score of the best matching agent in the target group.

MIN_SCORE

Based on KVP: gpmMinScore

The score of the worst matching agent in the target group

SCORE_ABOVE_MEDIAN

Based on KVP: gpmScoreAboveMedian

Indicates whether the score for the selected agent was better than the median score for the target group. This field is set to one of the following values: `0` (= No), `1` (= Yes), `unknown`.

AGENT_RANK

Based on KVP: gpmAgentRank

The rank of the agent in the target group, based on agent scores sorted in descending order.

TARGET_SIZE

Based on KVP: gpmTargetSize

The size of the scored target group (in other words, the length of the list of agents received from the scoring engine).

WAIT_TIME

Based on KVP: gpmWaitTime

The amount of time, in seconds, the interaction spent in the queue used for Predictive Routing decision-making.

GPM_RESULT_KEY

Based on KVP: gpmResult

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

Based on KVP: gpmPredictorand gpmPredictorId

The surrogate key that is used to join the GPM_PREDICTOR dimension to the fact table, to identify the predictor used for scoring.

GPM_MODEL_KEY

Based on KVP: gpmModeland gpmModelId

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

DEFAULT_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultAgentScore

The default agent score for the associated interaction, as specified in configuration.

DEFAULT_SCORE_USED

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoreUsed

Specifies how the agent score is derived.

- 0 - The agent score for the associated interaction is based on the scoring response returned by GPR.
- 1 - The agent score for the associated interaction is based on configuration.

DEFAULT_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoredAgents

The number of agents assigned the default score for the associated interaction.

GLOBAL_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmGlobalScoreCount

The number of agent scores returned for the interaction using the global model.

ADJUSTED_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmAdjustedAgentScore

The final agent score used to route the associated interaction to the selected agent. This score is calculated from AGENT_SCORE adjusted for an agent occupancy factor.

INITIAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmInitialScoreThreshold

The initial threshold score required for an agent to be considered a match for an interaction, as specified in configuration.

FINAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmFinalScoreThreshold

The final threshold value used to route the associated interaction to the selected agent.

SUITABLE_AGENTS_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmSuitableAgentsCount

The number of agents who had scores greater than, or equal to, the initial threshold value when the scoring response was received.

GPM_DIM1_KEY

Introduced: Release 8.5.014.09
The surrogate key that is used to join the GPM_DIM1 dimension to the fact table, to identify miscellaneous characteristics of the predictor and routing attempt.

VQ_GUID

Introduced: Release 8.5.014.19
Based on KVP: gpmVQGUID

The unique ID that represents the interaction in the virtual queue, as assigned by URS. This value is reported by Genesys Predictive Routing, and it allows you to associate VQ activity with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
MEDIATION_SEGMENT_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
AND MEDIATION_SEGMENT_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
AND MEDIATION_SEGMENT_FACT.MEDIATION_GUID = GPM_FACT.VQ_GUID
```

VQ_RESOURCE_KEY

Introduced: Release 8.5.014.19
Based on KVP: gpmVQDBIDand VQ_CFG_TYPE_IDand VQ_CFG_TYPE

The surrogate key that is used to join the RESOURCE_ dimension to the GPM_FACT table. This key indicates the virtual queue to which the Predictive Routing interaction identified by the VQ_GUID was distributed. The value matches the RESOURCE_KEY value in the MSF table.

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

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

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

Index I_GPM_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table GPM_MODEL

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the MODEL and MODEL_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets. The model is the variant of the predictor used to calculate agent scores for the interaction.

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
ID	int	X	X		
MODEL	nvarchar(255)		X		unknown
MODEL_ID	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_MODEL_KEY.

MODEL

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmModel

The name of the model in the Journey Optimization Platform (JOP).

MODEL_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmModelId

The UUID of the model.

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.

Index List

CODE	U	C	Description
I_GPM_MODEL	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_MODEL

Field	Sort	Comment
MODEL	Ascending	
MODEL_ID	Ascending	

Subject Areas

No subject area information available.

Table GPM_PREDICTOR

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the PREDICTOR and PREDICTOR_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.

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
ID	int	X	X		
PREDICTOR	nvarchar(255)		X		unknown
PREDICTOR_ID	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_PREDICTOR_KEY.

PREDICTOR

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmPredictor

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the **PredictorsCfg** Transaction List object is used as the predictor name.

PREDICTOR_ID

Modified: 8.5.010 (in Microsoft SQL Server,data type modified in single-language databases)
Based on KVP: gpmPredictorId

The UUID of the predictor used for scoring.

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.

Index List

CODE	U	C	Description
I_GPM_PREDICTOR	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_PREDICTOR

Field	Sort	Comment
PREDICTOR	Ascending	
PREDICTOR_ID	Ascending	

Subject Areas

No subject area information available.

Table GPM_RESULT

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: GPM_MODE, GPM_STATUS, GPM_RESULT, GPM_USE, CUSTOMER_FOUND)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

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
ID	int	X	X		
GPM_MODE	nvarchar(20)		X		unknown
GPM_STATUS	nvarchar(20)		X		unknown
GPM_RESULT	nvarchar(255)		X		

Column	Data Type	P	M	F	DV
GPM_USE	nvarchar(10)		X		unknown
CUSTOMER_FOUND	nvarchar(10)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_RESULT_KEY.

GPM_MODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmMode

The mode in which Predictive Routing is operating, as specified in configuration. This field is set to one of the following values:

- prod
- off
- dry-run
- ab-test-time-sliced
- unknown

GPM_STATUS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmStatus

Indicates the scenario under which the interaction was processed. This field is set to one of the following values:

- agent-surplus
- call-surplus
- unknown

For more information about the agent-surplus and call-surplus scenarios, see the information about interaction flows in the Predictive Routing *Deployment and Operations Guide*.

GPM_RESULT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmResult

The result of Predictive Routing processing. This field is set to one of the following values:

- 1 - ok
- 2 - Authentication to scoring engine failed
- 3 - Scoring request failed
- 4 - Agent list is empty
- 5 - URS overload, ixn skipped
- 6 - Predictor not found
- 7 - Failed to build scoring request
- 8 - SetIdealAgent or SetReadyCondition execution error
- 9 - Interaction log not found in global map
- 10 - Unknown error
- 11 - Channel is not supported
- 12 - Reserved for future use
- 13 - Call Abandoned
- 14 - Call Routing Failed
- 15 - Predictive Routing is turned off or is not used for this interaction

In the case of errors, the MESSAGE field in the GPM_FACT table displays the error message.

GPM_USE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmUse

The meaning depends on the mode in which Predictive Routing is operating (see GPM_MODE). This field is set to one of the following values:

- 1 - When the mode is `ab-test-time-sliced`, indicates that the interaction was selected for Predictive Routing. When the mode is `prod`, indicates the normal case, when Predictive Routing occurred without error.
- 0 - When the mode is `ab-test-time-sliced`, indicates the interaction was processed with skill-based routing. When the mode is `dry-run`, indicates that the interaction completed without error.
- unknown - For any mode, indicates that an error occurred in one of the Predictive Routing subroutines, and the solution defaulted to skill-based routing.

CUSTOMER_FOUND

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmCustomerFound

Indicates if features from the customer record were successfully retrieved from the customer relationship management (CRM) database and used to calculate agent scores. This field is set to one of the following values: `0` (= No), `1` (= Yes), `unknown`.

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.

Index List

CODE	U	C	Description
I_GPM_RESULT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_RESULT

Field	Sort	Comment
GPM_MODE	Ascending	
GPM_STATUS	Ascending	
GPM_RESULT	Ascending	
GPM_USE	Ascending	
CUSTOMER_FOUND	Ascending	

Subject Areas

No subject area information available.

Table GROUP_ANNEX

Description

Introduced: 8.1.4
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the VALUE column modified in single-language databases and for the SECTIONNAME and KEYNAME columns modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of the following types:

- Agent Group
- DN Group

The data is based on the records that are stored in the GC_ANNEX table of the configuration IDB for these configuration objects. Genesys Interactive Insights uses the data to control visibility for certain data and reports.

A new row is issued for each geographical location, business line, or organizational structure attribute that is specified for a resource group as a configuration option on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

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
GROUP_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SECTIONNAME	nvarchar(255)	X	X		
KEYNAME	nvarchar(255)	X	X		
VALUE	nvarchar(255)				
END_TS	int		X		
CFGOBJECTID	int		X		
CFGOBJECTTYPE	tinyint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ACTIVE_FLAG	numeric(1)		X		
PRODUCER_BATCH_ID	numeric(19)				

GROUP_KEY

The primary key that is used to join this table to the GROUP_ dimension.

TENANT_KEY

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

SECTIONNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective Agent Group or DN Group record.

KEYNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration option that specifies the geographical location, business line, or organization structure and that is set on the Annex tab of the configuration object. This value equals

the value of the GC_ANNEX.KEYNAME field in IDB for a respective Agent Group or DN Group record.

VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value of the specified configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective Agent Group or DN Group record.

END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective Agent Group or DN Group record.

CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective Agent Group or DN Group record.

CFGOBJECTTYPE

The type of the configuration object: Agent Group or DN Group. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective Agent Group or DN Group record.

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.

ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_GROUP_ANNEX_END_TS			Improves access time, based on the End Timestamp.
I_GROUP_ANNEX	X		Improves access time, based on dimension values.

Index I_GROUP_ANNEX_END_TS

Field	Sort	Comment
END_TS	Ascending	

Index I_GROUP_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

Subject Areas

No subject area information available.

Table INTERACTION_DESCRIPTOR

Description

Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single- and multi-language databases: CUSTOMER_SEGMENT, SERVICE_TYPE, SERVICE_SUBTYPE, BUSINESS_RESULT); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type, service subtype, customer segment, and business result. Because the business attribute values may change over the lifetime of an interaction, each interaction resource fact has an interaction descriptor that snapshots the current value of the attributes.

Each row in this table describes a distinct combination of business attributes that characterize the interaction. A new row is issued for each distinct combination of business attributes. The values are populated from the user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

Important

Although the maximum length of the underlying IDB fields is 255 characters, Genesys Info Mart restricts the maximum length of the fields related to user data KVPs in this dimension table to 170 for RDBMSs other than Oracle. Refer to the RDBMS Considerations on the User Data Mapping page in the *Genesys Info Mart Deployment Guide* for more information.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info

Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
INTERACTION_DESCRIPTOR_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
CUSTOMER_SEGMENT	nvarchar(170)		X		DEFAULT_CUSTOMER_SEGMEN
SERVICE_TYPE	nvarchar(170)		X		DEFAULT_SERVICE_TYPE
SERVICE_SUBTYPE	nvarchar(170)		X		DEFAULT_SERVICE_SUBTYPE
BUSINESS_RESULT	nvarchar(170)		X		DEFAULT_BUSINESS_RESULT
PURGE_FLAG	numeric(1)				

INTERACTION_DESCRIPTOR_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

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 INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

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.

CUSTOMER_SEGMENT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The value of a customer, relative to a business line. For example, customers can be categorized according to maximum spending limit, such as platinum, gold, and silver; similarly, for service-related transactions, they could be categorized according to the service package that they have bought. The default value, DEFAULT_CUSTOMER_SEGMENT, is the same as the default value populated for the CUSTOMER_SEGMENT KVP in the CTL_UD_TO_UDE_MAPPING table.

SERVICE_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The service that is being requested by the customer. It can be used to categorize interactions according to their product or service offering. The default value, DEFAULT_SERVICE_TYPE, is the same as the default value populated for the SERVICE_TYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

SERVICE_SUBTYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The detailed type of service that is being requested by the customer. It can be used to categorize interactions according to particular product or service requests. The default value, DEFAULT_SERVICE_SUBTYPE, is the same as the default value populated for the SERVICE_SUBTYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

BUSINESS_RESULT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The result of the interaction, from a business perspective; for example, the interaction resulted in a sale or in a new customer account being opened. The default value, DEFAULT_BUSINESS_RESULT, is the same as the default value populated for the BUSINESS_RESULT KVP in the CTL_UD_TO_UDE_MAPPING table.

PURGE_FLAG

This field is reserved.

Index List

CODE	U	C	Description
I_INTERACTION_DESCRIPTOR	X		Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.

Index I_INTERACTION_DESCRIPTOR

Field	Sort	Comment
TENANT_KEY	Ascending	
CUSTOMER_SEGMENT	Ascending	
SERVICE_TYPE	Ascending	
SERVICE_SUBTYPE	Ascending	
BUSINESS_RESULT	Ascending	

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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.

Table INTERACTION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.007 (SUBJECT data type extended from 255 to 1024 characters); 8.5.003 (ANCHOR_ID and ANCHOR_SDT_KEY added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table represents the interaction from the perspective of a customer experience. The grain of the fact is an accumulating snapshot that summarizes facts that are related to a given interaction.

For multimedia interactions, the grain of the fact is the same as for voice interactions in the majority of cases. A new INTERACTION_FACT row is generated for:

- Each new root interaction (identified by a unique ROOTIRID)
- Each new inbound interaction, even if this interaction is associated with an existing root interaction (has the same ROOTIRID value) as could be the case with an inbound customer reply interaction
- A late outbound reply (a multimedia interaction representing an e-mail reply that is created after the parent interaction has already been terminated)

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
INTERACTION_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
MEDIA_SERVER_ROOT_IXN_ID	numeric(20)				
MEDIA_SERVER_IXN_ID	numeric(20)				
MEDIA_SERVER_ROOT_IXN_GUID	varchar(50)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
SOURCE_ADDRESS	varchar(255)/nvarchar(255)				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
SUBJECT	varchar(1024)/nvarchar(1024)				
STATUS	smallint		X		0
START_TS	int				
END_TS	int				
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ANCHOR_ID	numeric(19)				
ANCHOR_SDT_KEY	int			X	
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_ID

The primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction resource facts, because of consultations, transfers, and so forth.

TENANT_KEY

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

INTERACTION_TYPE_KEY

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

MEDIA_TYPE_KEY

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

MEDIA_SERVER_ROOT_IXN_ID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the interaction ID of the root interaction in the thread; otherwise, this field is null. This value might not be unique.

Note: A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction, and subsequent continuations of the new thread will refer to this interaction as the root interaction.

MEDIA_SERVER_IXN_ID

The interaction ID, as reported by the interaction media server for the first call in the interaction. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server Conn ID. This field is not populated for multimedia.

T-Server constructs the connection ID from its server ID and the timestamp of T-Server startup. As a general rule, this ID is unique, but it is theoretically possible that it might not be — for example, if there are two T-Servers in the same deployment incorrectly configured with the same server ID, and the two T-Servers started at around the same time.

MEDIA_SERVER_ROOT_IXN_GUID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the root interaction GUID that represents the original interaction in the thread, as reported by the interaction media server and ICON; otherwise, this field is null. This value might not be unique.

Note: A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction; however, subsequent continuations of the new thread will still refer to the original root interaction GUID, as reported by ICON.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of multimedia, the GUID is the Interaction ID from Interaction Server.

SOURCE_ADDRESS

The source media address that initiated the interaction, such as ANI for voice media or the From e-mail address for multimedia. This value may represent a network resource address.

TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for multimedia interactions because there can be multiple target addresses. This value may represent a network resource address.

SUBJECT

Modified: 8.5.007 (data type extended from 255 to 1024 characters)
The subject of the primary media server interaction.

STATUS

Modified: 8.5.001 (error code 26 added)
Transformation status of the interaction fact data. This field is set to one of the following values:

- 0 — No errors were encountered.
- 1 — An unspecified error was encountered.
- 2 — An unexpected error occurred during data transformation for the INTERACTION_RESOURCE_FACT table.
- 3 — The G_IS_LINK table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The G_IS_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.
- 5 — The G_IS_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G_IS_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS_LINK does not match the CALLID in IS_LINK_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G_PARTY_HISTORY table contains no record with ChangeType = 1 ("party_created") for a certain

party.

- 10 — The G_PARTY_HISTORY table contains multiple records with ChangeType = 1 ("party_created") for the same party.
- 11 — The record in the G_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, that either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
- 13 — The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G_CALL record.
- 16 — Merge processing discarded a stuck G_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G_ROUTE_RESULT table is not unique.
- 22 — The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
- 23 — The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

START_TS

The UTC-equivalent value of the date and time at which the interaction began.

END_TS

The UTC-equivalent value of the date and time at which the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction started. 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 interaction 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 END_TS timestamp to an appropriate time zone.

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.

ANCHOR_ID

Introduced: Release 8.5.003
Identifies the fact (IRF or MSF) that can be considered the current anchor for this interaction in relevant reports. Since multimedia interactions are populated while they are still active, some reports might capture a multimedia interaction before it reaches a handling resource, and later reports might capture the interaction after it has reached a handling resource.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR_ID is based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR_ID is based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN.

ANCHOR_SDT_KEY

Introduced: Release 8.5.003
The START_DATE_TIME_KEY value of the fact (IRF or MSF) that is identified by ANCHOR_ID.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR_SDT_KEY equals the START_DATE_TIME_KEY of the IRF identified by ANCHOR_ID.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR_SDT_KEY equals the START_DATE_TIME_KEY of the MSF identified by

ANCHOR_ID.

ACTIVE_FLAG

Indicates whether the interaction is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IF_SDT			Improves access time, based on the Start Date Time key.
I_IF_CID			Improves access time, based on the Call ID.

Index I_IF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_IF_CID

Field	Sort	Comment
MEDIA_SERVER_IXN_GUID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.

- Interaction — Represents interactions from the perspective of a customer experience.

Table INTERACTION_RESOURCE_FACT

Description

Modified: 8.5.116.45 (size of the ORSSESSIONID column increased); 8.5.116.12 (ORSSESSIONID added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.006 (TARGET_ADDRESS column added); 8.5.004 (IRF_ANCHOR_SENT_TS renamed to IRF_ANCHOR_TS; LAST_INTERACTION_RESOURCE column populated for all media types; scope of ANCHOR_FLAGS_KEY extended; columns added: FOCUS_TIME_COUNT, FOCUS_TIME_DURATION, ASM_COUNT, ASM_ENGAGE_DURATION); 8.5.003 (IRF_ANCHOR_DATE_TIME_KEY column renamed to IRF_ANCHOR_SENT_TS; LAST_INTERACTION_RESOURCE column populated for voice); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (scope of some CONS_* fields expanded to include chat consultations)

In partitioned databases, this table is partitioned.

This table represents a summary of an attempt to:

- Start a new interaction.
- Handle an existing interaction.
- Mediate and handle an interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs that have no associated agents) and mediation resources in which the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table as a result of one of the following call scenarios:

- A new interaction was initiated by a contact center resource.
- An attempt to transfer an interaction or an attempt to consult or conference additional contact center resources was initiated by a handling resource.
- An interaction was delivered to a handling resource, either directly or through one or more mediation resources.
- An interaction was delivered to a handling resource as a result of consultation, transfer, or conference, either directly or through one or more mediation resources.
- An interaction was abandoned at a mediation resource while trying to reach a handling resource.
- An attempt to deliver a transfer or consultation or an attempt to initiate a conference was abandoned while the transferred, consultation, or conferenced interaction was at a mediation resource, trying to

reach a handling resource.

- Starting with release 8.5.003, in eServices outbound scenarios where an outbound interaction is created outside the scope of eServices (for example, by OCS) and placed into an Interaction Queue, a strategy handles the interaction without agent involvement.

This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time that is spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in the UTC time zone. They are also stored as DATE_TIME dimension references.

Media-neutral counts and durations are provided to categorize the time that is spent on various activities, such as time that is spent in mediation in queues, routing points, and IVRs.

Customer-related counts and durations are provided to categorize the time that is spent on the interactions in which customers are present, regardless of whether the customer is internal or external.

> **Tip**
> For clarifications about customer and non-customer metrics, refer to the information about Populating Interaction Resource Data in the *Genesys Info Mart User's Guide.* (Genesys Engage cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting guide.*)

The RESOURCE_ dimension represents the resource that is involved with this interaction resource fact.

The PLACE dimension indicates the place at which the IRF was processed.

The TECHNICAL_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service that is being requested.

The STRATEGY dimension identifies the Genesys routing strategy that processed the IRF.

The ROUTING_TARGET and REQUESTED_SKILL dimensions indicate the activities of the Genesys router by identifying the target that was selected and the list of skills that were requested to process the IRF.

The ANCHOR_FLAGS dimension identifies aspects of a handling resource’s participation in interactions that are relevant for metrics about unique participations in an interaction or thread.

As previously indicated, many interaction attributes are formally modeled. However, deployment-specific attributes are represented in the model in the form of user-defined attached data. Low-cardinality string user data that is associated with the interaction resource are represented by using

the IRF_USER_DATA_KEYS and USER_DATA_CUST_DIM_1 dimensions. Numeric user data and high-cardinality string user data that are associated with the interaction resource are represented by using the IRF_USER_DATA_GEN_1 and IRF_USER_DATA_CUST_1 fact extension tables.

> ### 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
INTERACTION_RESOURCE_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PLACE_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
ROUTING_TARGET_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_SDT_KEY	int			X	
INTERACTION_ID	numeric(19)		X	X	
RES_PREVIOUS_SM_STATE_KEY	int		X	X	
RES_PREV_SM_STATE_FACT_SDT_KEY	int			X	
RES_PREVIOUS_SM_STATE_FACT_SDT_KEY	numeric(19)			X	
RESOURCE_KEY	int		X	X	
LAST_RP_RESOURCE_KEY	int		X	X	
LAST_QUEUE_RESOURCE_KEY	int		X	X	
LAST_VQUEUE_RESOURCE_KEY	int		X	X	

Column	Data Type	P	M	F	DV
LAST_IVR_RESOURCE_KEY	int		X	X	
PREV_IRF_SDT_KEY	int				
PREV_IRF_ID	numeric(19)				
MEDIATION_SEGMENT_SDT_KEY	int			X	
MEDIATION_SEGMENT_ID	numeric(19)			X	
MEDIATION_RESOURCE_KEY	int		X	X	
MEDIATION_START_DATE_TIME_KEY	int			X	
INTERACTION_RESOURCE_ORDINAL	smallint				
IRF_ANCHOR	numeric(1)				
IRF_ANCHOR_DATE_TIME_KEY *Discontinued in release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	int				
IRF_ANCHOR_SENT_TS *Discontinued in release 8.5.004 (renamed to IRF_ANCHOR_TS)	int				
IRF_ANCHOR_TS	int				
ANCHOR_FLAGS_KEY	int			X	
LAST_INTERACTION_RESOURCE	numeric(1)				
LAST_MEDIATION_SEGMENT_SDT_KEY	int			X	
LAST_MEDIATION_SEGMENT_ID	numeric(19)			X	
RECEIVED_FROM_IXN_RES_SDT_KEY	int				
RECEIVED_FROM_IXN_RESOURCE_ID	numeric(19)				
PARTYGUID	varchar(50)				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ROUTING_POINT_DURATION	int				
QUEUE_DURATION	int				
IVR_PORT_DURATION	int				
HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_COUNT	smallint				
PREVIOUS_MEDIATION_DURATION	int				
MEDIATION_DURATION	int				
MEDIATION_COUNT	smallint				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				

Column	Data Type	P	M	F	DV
SHORT_ABANDONED_FLAG	numeric(1)				
STOP_ACTION	numeric(1)				
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				
TALK_DURATION	int				
HOLD_COUNT	smallint				
HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
CUSTOMER_DIAL_COUNT	smallint				
CUSTOMER_DIAL_DURATION	int				
CUSTOMER_RING_COUNT	smallint				
CUSTOMER_RING_DURATION	int				
CUSTOMER_TALK_COUNT	smallint				
CUSTOMER_TALK_DURATION	int				
CUSTOMER_HOLD_COUNT	smallint				
CUSTOMER_HOLD_DURATION	int				
CUSTOMER_ACW_COUNT	smallint				
CUSTOMER_ACW_DURATION	int				
POST_CONS_XFER_TALK_COUNT	smallint				
POST_CONS_XFER_TALK_DURATION	int				
POST_CONS_XFER_HOLD_COUNT	smallint				
POST_CONS_XFER_HOLD_DURATION	int				
POST_CONS_XFER_RING_COUNT	smallint				
POST_CONS_XFER_RING_DURATION	int				
CONF_INIT_TALK_COUNT	smallint				
CONF_INIT_TALK_DURATION	int				
CONF_INIT_HOLD_COUNT	smallint				
CONF_INIT_HOLD_DURATION	int				
CONF_JOIN_RING_COUNT	smallint				
CONF_JOIN_RING_DURATION	int				
CONF_JOIN_TALK_COUNT	smallint				
CONF_JOIN_TALK_DURATION	int				
CONF_JOIN_HOLD_COUNT	smallint				

Column	Data Type	P	M	F	DV
CONF_JOIN_HOLD_DURATION	int				
CONFERENCE_INITIATED_COUNT	smallint				
CONS_INIT_DIAL_COUNT	smallint				
CONS_INIT_DIAL_DURATION	int				
CONS_INIT_TALK_COUNT	smallint				
CONS_INIT_TALK_DURATION	int				
CONS_INIT_HOLD_COUNT	smallint				
CONS_INIT_HOLD_DURATION	int				
CONS_RCV_RING_COUNT	smallint				
CONS_RCV_RING_DURATION	int				
CONS_RCV_TALK_COUNT	smallint				
CONS_RCV_TALK_DURATION	int				
CONS_RCV_HOLD_COUNT	smallint				
CONS_RCV_HOLD_DURATION	int				
CONS_RCV_ACW_COUNT	smallint				
CONS_RCV_ACW_DURATION	int				
AGENT_TO_AGENT_CONS_COUNT	smallint				
AGENT_TO_AGENT_CONS_DURATION	int				
FOCUS_TIME_COUNT	smallint				
FOCUS_TIME_DURATION	int				
ASM_COUNT	smallint				
ASM_ENGAGE_DURATION	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int			X	
START_TS	int				
END_TS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				
ORSSESSIONID	varchar(128)				

INTERACTION_RESOURCE_ID

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the type of the interaction. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the role and result of the participation of the IRF resource in the interaction.

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an agent or IVR IRF resource, this key refers to the DN of the agent or of the IVR; for a routing point or queue resource (including interaction queue or workbin), this key holds the same value as RESOURCE_KEY.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this table to the RESOURCE_GROUP_COMBINATION dimension, to identify a specific combination of resource groups to which the IRF resource belonged when the IRF began. This field references the default "No Group" (-2) dimension value if the IRF resource belongs to no group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

PLACE_KEY

The surrogate key that is used to join the PLACE dimension, to the fact tables to identify the place that is associated with the media resource key.

STRATEGY_KEY

The surrogate key that is used to join this table to the STRATEGY dimension, to identify the name of the routing strategy that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

ROUTING_TARGET_KEY

The surrogate key that is used to join this table to the ROUTING_TARGET dimension, to identify the routing target that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

REQUESTED_SKILL_KEY

The surrogate key that is used to join the REQUESTED_SKILL_COMBINATION dimension and, indirectly, the REQUESTED_SKILL dimension to the fact tables, to identify the requested skills that are associated with the interaction. If requested skills were not specified for this interaction, this key references the default "No Skill" (-2) dimension value.

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the INTERACTION_ID field. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

INTERACTION_ID

The value of the interaction fact primary key.

RES_PREVIOUS_SM_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

RES_PREV_SM_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, RES_PREV_SM_STATE_FACT_SDT_KEY in combination with RES_PREVIOUS_SM_STATE_FACT_KEY forms a value of the composite primary key for the

SM_RES_STATE_FACT table.

RES_PREVIOUS_SM_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join this table to the SM_RES_STATE_FACT table, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this value is NULL.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the IRF resource.

LAST_RP_RESOURCE_KEY

For voice interactions, used to join this table to the RESOURCE_ dimension, to indicate the last routing point that the interaction passed through prior to arriving at the IRF resource. For multimedia interactions, this key references the RESOURCE_ dimension that represents the last routing strategy. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a routing point resource (for voice interactions) or routing strategy (for multimedia interactions). If the IRF ended in a routing point resource (for voice interactions) or routing strategy (for multimedia interactions), this value is the same as RESOURCE_KEY.

LAST_QUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource. The "last queue" refers to the last ACD queue (for voice interactions) or interaction queue or workbin (for multimedia interactions). The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a queue resource. If the interaction that this IRF represents ended in a queue resource, this value is the same as RESOURCE_KEY.

LAST_VQUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a virtual queue resource. If the interaction that this IRF represents ended in a virtual queue resource, this value is the same as RESOURCE_KEY.

LAST_IVR_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last non-self service IVR that the interaction passed through prior to arriving at the IRF resource. (Self-service IVRs generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve an IVR resource. If the interaction that this IRF represents ended in an IVR resource, this value is the same as RESOURCE_KEY. The field is populated for voice interactions only.

PREV_IRF_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by PREV_IRF_ID. On a partitioned database, PREV_IRF_SDT_KEY in combination with PREV_IRF_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

PREV_IRF_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the interaction resource fact, if any, that caused the creation of this IRF in case of internal, consultation, or transferred interactions.

For voice interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
- For a resource that receives an internal or consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the call. This logic also applies to two-step transfers and two-step conferences.
- For a resource that initiates a consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original call.
- For a resource that receives a transferred call in a single-step transfer, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
- For a resource that receives a single-step conference call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available; otherwise, the INTERACTION_RESOURCE_ID value of the oldest IRF record that was created for the resource that potentially initiated the conference.
- For a resource that receives a redirected call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original call.

For multimedia interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
- For a resource that receives an internal or consultation interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the interaction.
- For a resource that receives a transferred interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
- For a resource that receives a conference interaction, the INTERACTION_RESOURCE_ID value of the IRF

record that was created for the resource that initiated the conference, if this information is available.

- For a resource that receives a redirected interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original interaction.
- For a resource that initiates an outbound reply e-mail message, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that initiates an e-mail collaboration, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that replies to a collaboration e-mail, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original collaboration e-mail message.
- For a resource that receives an e-mail collaboration reply, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that replied to a collaboration e-mail.

MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the mediation resource that distributed the interaction. This value is populated for the following mediation resources:

- An ACD or virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_SEGMENT_ID contains only propagated information.

This value is NULL in all other cases.

MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension that identifies the mediation resource that distributed the interaction. The key is provided for the following mediation DNs:

- An ACD or a virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_RESOURCE_KEY of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_RESOURCE_KEY contains only propagated information.

This key references the default "No Resource" (-2) dimension value in all other cases.

MEDIATION_START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction began mediation to the IRF resource. 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.

INTERACTION_RESOURCE_ORDINAL

This field is reserved.

IRF_ANCHOR

This field is set to 1 for a single IRF out of all IRFs that are associated with a given interaction, to indicate that this row represents either:

- The first resource that handled an interaction (usually an agent or self-service IVR application).
- The resource in which the interaction was abandoned or stopped, if no resource handled the interaction.

In the case of offline multimedia interactions (such as e-mail), this field is set to 2 for the row that represents the agent that first sent a response successfully.

This field is set to 0 for all other IRFs that are associated with the same interaction.

IRF_ANCHOR_DATE_TIME_KEY

Discontinued: Release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)

For offline multimedia interactions, this field helps to identify the start of a 15-minute interval in which the first reply for this interaction was sent. Use this value as a surrogate key to join to any

configured DATE_TIME dimension.

This field is set to the key value for an IRF that has the IRF_ANCHOR value of 2 and that has been created for offline multimedia interactions.

This value is set to NULL for:

- An IRF that has the IRF_ANCHOR value of 0, regardless of media type.
- An IRF that has the IRF_ANCHOR value of 1, but is created for an offline e-mail interaction.
- An IRF that is created for a voice interaction.

Starting with release 8.5.003, when this column was renamed to IRF_ANCHOR_SENT_TS, population of this field changed.

IRF_ANCHOR_SENT_TS

Introduced: Release 8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)
Discontinued: Release 8.5.004 (renamed to IRF_ANCHOR_TS)

For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated only if IRF.IRF_ANCHOR has a value of 2; otherwise the field has a value of NULL.

In releases earlier than 8.5.003, this column was named IRF_ANCHOR_DATE_TIME_KEY and behavior was different. Starting with release 8.5.004, when this column was renamed to IRF_ANCHOR_TS, population of this field was expanded to include chat interactions.

IRF_ANCHOR_TS

Introduced: Release 8.5.004 (renamed from IRF_ANCHOR_SENT_TS)
For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated for offline multimedia interactions only if IRF.IRF_ANCHOR has a value of 2.

Starting with release 8.5.004, this field is populated for online multimedia interactions (chat) in each IRF record that is active when the customer leaves the chat session, if data about the party that ended a chat session is available from Interaction Concentrator:

- If the customer leaves a chat session before the agent, this field records the time when the customer left.
- If the customer does not leave a chat session before the agent, this field records the time when the chat session was stopped by the agent.

The value of this field is NULL in all other cases.

In releases earlier than 8.5.004, this column was named IRF_ANCHOR_DATE_TIME_KEY or IRF_ANCHOR_SENT_TS, and behavior was different.

ANCHOR_FLAGS_KEY

Modified: 8.5.004 (scope extended)
The surrogate key that is used to join the ANCHOR_FLAGS dimension to the fact tables, to provide indications about first participations in interactions and threads.

Starting with release 8.5.004, this flag also indicates whether the customer left a chat first, if data about the party that ended a chat session is available from Interaction Concentrator. In chat conferences, the flag is set for each IRF record that was active when the customer left. The time that the customer left the chat is recorded in the IRF_ANCHOR_TS field.

LAST_INTERACTION_RESOURCE

Modified: 8.5.003 and 8.5.004 (behavior changed)
Identifies the last resource to enter the interaction. This field is set to 1 for a single IRF out of all IRF records that are associated with a given interaction, to indicate the last resource to enter the interaction. This field is set to 0 for all other IRFs that are associated with the same interaction.

Prior to release 8.5.003, this field was reserved. In release 8.5.003, this field was populated for voice interactions. Starting with release 8.5.004, this column is supported for all media types.

LAST_MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the LAST_MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

LAST_MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the MSF row that describes the last mediation resource that was involved in the interaction during an attempt to reach a handling resource, regardless of whether the attempt to reach the handling resource succeeded.

The field is also populated with propagated mediation information for an IRF resource that:

- Initiates a consultation interaction (for voice or multimedia interactions)
- Initiates a reply (for offline multimedia interactions)

The propagated information indicates the last mediation resource that was involved in the attempt to distribute the parent interaction to this IRF resource. In these cases, the value of the field is the LAST_MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. In IRF records in which the LAST_MEDIATION_SEGMENT_ID contains only propagated information, the value of the MEDIATION_COUNT is 0.

The value of this field is NULL in all other cases.

RECEIVED_FROM_IXN_RES_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the RECEIVED_FROM_IXN_RESOURCE_ID field. On a partitioned database, RECEIVED_FROM_IXN_RES_SDT_KEY in combination with RECEIVED_FROM_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

RECEIVED_FROM_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the resource, if any, that originated the consultation with, transfer to, or conference with, the handling resource that is the subject of this IRF record.

The value of this field is NULL in all other cases.

PARTYGUID

The unique ID of the party instance, as generated by ICON. This ID remains unchanged during the lifetime of the party.

TARGET_ADDRESS

Introduced: Release 8.5.006
The target media address that received the interaction, such as DNIS for voice media. This field, which is applicable to voice interactions, is populated only when the corresponding value in the TECHNICAL_DESCRIPTOR.RESOURCE_ROLE_CODE field is either "INITIATED" or "INITIATEDCONSULT"; otherwise, this field is null.

LEAD_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the participation of the IRF resource in the interaction to the end of the first interval.

TRAIL_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the last interval to the end of the participation of the IRF resource in the interaction.

ROUTING_POINT_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in routing point resources (for voice interactions) or in routing strategy resources (for multimedia interactions) prior to arriving at the IRF resource.

QUEUE_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in ACD queue resources (for voice interactions) or in interaction queue or workbin resources (for multimedia interactions) prior to arriving at the IRF resource.

IVR_PORT_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR resources prior to arriving at the IRF resource.This field is populated for voice interactions only.

HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction or consultation, or initiated an interaction or consultation. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction or consultation, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

For multimedia interactions, the value is 1 when the IRF resource (agent) was connected to the interaction. The value is 0, otherwise.

CUSTOMER_HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction when the customer was present, or initiated an outbound interaction. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction when the customer was present, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

The value 0 is also populated for initiated and received consultations, because the customer is not

present.

For multimedia interactions, this value equals the value of HANDLE_COUNT if the activity that is performed by the IRF resource is customer-related. In the case of e-mail interactions, this includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message back to the customer. Consultations (called collaborations, for e-mail) are not considered directly customer-related and are excluded from the count.

PREVIOUS_MEDIATION_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of the following:

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time (for voice interactions) or alerting time (for multimedia interactions).

MEDIATION_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or non-self service IVRs) prior to reaching the resource that is represented by the IRF row. This time is measured from the mediation start time of the IRF to the moment at which the interaction arrives at the resource that is represented by the IRF row. This value does not include ring time (for voice interactions) or alerting time (for multimedia interactions) at the IRF resource. For an IRF row that represents a mediation resource in which an interaction ended, MEDIATION_DURATION includes the mediation time at this mediation resource.

MEDIATION_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0 = No, 1 = Yes.

MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the required timeframe, based on the value of the SERVICE_OBJECTIVE field value that is stored in the IRF_USER_DATA_GEN_1 table: 0 = No, 1 = Yes.

SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned inside the short-abandoned threshold (determined by the **short-abandoned-threshold** configuration option) while at the IRF resource.

STOP_ACTION

For voice calls, serves as a flag to indicate whether the party that is the subject of the IRF row initiated release of the call. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

While the valid values are consistent for voice and multimedia interactions, their meaning is slightly different.

For voice calls, this field is set to one of the following values:

- NULL (unknown) — The default value that indicates that either the flag is not applicable or information on which party released the call is not available from IDB. This is the case when an empty string is the value of GSYS_EXT_VCH2 in the G_CALL_STAT table in IDB and, therefore, in the GIDB_G_CALL_STAT_V table in GIDB.
- 1 (true) — The resource that is the subject of the IRF row initiated release of the call. If the subject of the IRF is an agent who released the call, this value reliably indicates that the agent was on the call at the time the call was released.
- 0 (false) — The resource that is the subject of the IRF row did not initiate release of the call. If the subject of the IRF is an agent who did not release the call, the agent may or may not have been present on the call at the time the call was released.

For multimedia interactions, this field is set to one of the following values:

- NULL — The interaction was not stopped at the associated IRF resource. This is the default value.
- 1 (true) — The interaction was stopped by the associated IRF resource.
- 0 (false) — The interaction was stopped at the associated IRF resource by an entity that was not a party to the interaction (for example, a Media Server).

Note: For voice calls, the STOP_ACTION flag is a reliable indicator of whether the subject of the IRF row initiated release of the call except for scenarios for which limitations are described in the Interaction Concentrator 8.1 documentation and may still exist in subsequent releases. These scenarios include, for example, two-step transfer or two-step conference, or a call being terminated while ICON is down.

DIAL_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

DIAL_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration

starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated prior to being answered. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

RING_COUNT

For voice interactions, indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0 = No, 1 = Yes. The field applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

For multimedia interactions, indicates whether the IRF resource was offered a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

RING_DURATION

For voice interactions, the number of seconds that the voice interaction was ringing at the self-service IVR or agent resource that is associated with the voice interaction resource fact.

For multimedia interactions, the number of seconds that the party that is associated with this resource interaction was in an alerting state. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when the IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

TALK_COUNT

For voice interactions, indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0 = No, 1 = Yes.

For multimedia interactions, indicates whether the agent resource was handling a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

TALK_DURATION

For voice interactions, the number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

For multimedia interactions, the number of seconds that the agent resource was handling a multimedia interaction. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

HOLD_COUNT

When this field is populated for voice interactions, the value is the count of the number of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin an interaction that the resource either received or initiated. (Refer to the Terminology page in the *Genesys Info Mart Deployment Guide* for the definition of a personal workbin.)

Notes:

- If the multimedia handling resource that is associated with the IRF places the interaction into any one of its own personal workbins, the count increases for each placement, whether the resource previously used the same or a different personal workbin for the same interaction.
- This is a base count that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves an interaction into its own personal workbin. The hold duration starts when the related IRF resource places the interaction in its personal workbin and ends when either this resource or any other resource takes the interaction out of the workbin. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

Note: This is a base duration that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

AFTER_CALL_WORK_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

AFTER_CALL_WORK_DURATION

The number of seconds that the IRF resource that is associated with this voice interaction was in ACW state. Received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_DIAL_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0 = No, 1 = Yes. The count excludes initiated consultations. This field is populated for voice interactions only.

CUSTOMER_DIAL_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_RING_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0 = No, 1 = Yes. This count includes internal interactions.

The count excludes:

- Received consultations and joined conferences, for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_RING_DURATION

For voice interactions, the number of seconds that the interaction was ringing at the resource during an interaction handling attempt while a customer was present.

For multimedia interactions, this value equals the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a

reply e-mail message to the customer. This measure excludes handling of a consultation e-mail message (e-mail collaboration) or chat consultation, whether on the initiating or receiving side.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Internal interactions are included in this measure for both voice and multimedia.

CUSTOMER_TALK_COUNT

Indicates whether the resource connected with a customer for this interaction resource: 0 = No, 1 = Yes. This count includes internal interactions. For voice interactions, conferences (whether initiated or joined) are also included. For multimedia interactions, this value equals TALK_COUNT.

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_TALK_DURATION

The number of seconds that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.

- For voice interactions, this is the time that the resource spent talking with a customer. The duration includes talk duration of conferenced interactions.
- For e-mail interactions, this is the time that is spent on handling an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling an outbound e-mail message to the customer.

Note: For multimedia interactions, the duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_HOLD_COUNT

When this field is populated for voice interactions, the value is the total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are

included.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_COUNT. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin a customer interaction that the resource either received or initiated. Collaborations are excluded from consideration.

CUSTOMER_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations that are associated with initiated or received consultations, but includes hold durations of conferenced interactions.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_DURATION. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a customer interaction that the resource either received or initiated. The duration excludes hold durations that are associated with initiated or received collaboration requests. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CUSTOMER_ACW_COUNT

Indicates whether the agent resource entered interaction-related Wrap state that pertains to this customer voice interaction resource: 0 = No, 1 = Yes. Initiated consultations and received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_ACW_DURATION

The number of seconds that the resource was in interaction-related Wrap state that pertains to this customer voice interaction resource. The duration excludes ACW duration that is associated with initiated consultations and received consultations. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_COUNT

Indicates that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_DURATION

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_COUNT

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_DURATION

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_RING_COUNT

Indicates whether the IRF resource was offered a transferred interaction. This value applies only to the portion of the IRF that represents a post-consultation transfer: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_RING_DURATION

The number of seconds that a transferred interaction was alerting (ringing). This value applies only to the portion of the IRF that represents a post-consultation transfer. This field is populated for voice interactions only.

CONF_INIT_TALK_COUNT

For voice interactions, indicates whether a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0 = No, 1 = Yes.

For multimedia interactions, this field indicates the number of conferences that were initiated by the IRF resource that were connected (established). Note that, for a multimedia resource, this count equals 0, 1, or a value greater than 1.

CONF_INIT_TALK_DURATION

For voice interactions, equals the amount of time, in seconds, that a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

For multimedia interactions, this field is populated in a manner similar to voice, and it applies to the portion of the IRF that represents the IRF resource as a conference initiator.

CONF_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_INIT_HOLD_DURATION

The amount of time, in seconds, that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_JOIN_RING_COUNT

Indicates whether the resource was offered the opportunity to join a conference for this voice or multimedia interaction resource: 0 = No, 1 = Yes.

CONF_JOIN_RING_DURATION

The number of seconds that this voice or multimedia interaction resource spent ringing or alerting at the resource who was offered to join a conference.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_TALK_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction: 0 = No, 1 = Yes.

CONF_JOIN_TALK_DURATION

The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONF_JOIN_HOLD_DURATION

The total amount of time, in seconds, that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONFERENCE_INITIATED_COUNT

The count of conferences that were initiated by the IRF resource.

Note: For multimedia interactions, this field indicates the number of the conferences that were initiated by the IRF resource that were connected (established). This value is the same as CONF_INIT_TALK_COUNT.

CONS_INIT_DIAL_COUNT

Indicates whether the IRF resource initiated a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_INIT_DIAL_DURATION

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or e-mail collaboration (for e-mail interactions) that was initiated by the IRF resource was connected (established): 0 = No, 1 = Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

CONS_INIT_TALK_DURATION

The number of seconds that the consultation initiator spent talking (for voice interactions) or collaborating (for e-mail interactions) with another resource. This excludes talk or collaboration duration that is associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Notes:

- For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)
- This field is not populated for chat consultations (CONS_INIT_TALK_COUNT is nonzero), to avoid double-counting, since the agent who initiated the consultation continued to be active in the chat with the customer.

CONS_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_HOLD_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_RCV_RING_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether the IRF resource was offered a consultation (for voice or chat interactions) or collaboration (for e-mail interactions). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_RING_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration invite.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected (established). This applies only to

the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_TALK_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_HOLD_COUNT

When this field is populated for voice interactions, the value is the number of times that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the IRF resource saves into its own personal workbin a collaboration interaction that the resource received.

CONS_RCV_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a collaboration interaction that the resource received. The hold durations are accumulated as the number of hold counts for received collaborations increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CONS_RCV_ACW_COUNT

Indicates whether the IRF resource had ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_RCV_ACW_DURATION

The number of seconds that the IRF resource spent in ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

AGENT_TO_AGENT_CONS_COUNT

Populated only for the agent who initiated a consultation voice interaction, this field is the sum of states when this agent and target agent(s) were connected to each other during the consultation.

AGENT_TO_AGENT_CONS_DURATION

The number of seconds for which the agent resource who initiated a consultation voice interaction was connected to another agent. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent. This field is populated for voice interactions only.

FOCUS_TIME_COUNT

Introduced: Release 8.5.004
For Genesys Workspace Desktop Edition (WDE) agents, who might have more than one interaction open on their desktops simultaneously (for example, an e-mail and chat, or e-mail and voice call), a value greater than 0 indicates that the agent was actively working on the interaction that is the subject of the IRF — in other words, the agent had the interaction in focus — provided that WDE has been configured to report focus time.

Where focus time has been provided, the value of this field is usually 1. For offline multimedia interactions, the value might be greater than 1 if the **populate-workbin-as-hold** configuration option is set to `true` and the IRF represents multiple handlings by the same agent, with intervening workbin time represented as Hold time; in this case, each focus time reported for the agent's participation will add to the count.

Otherwise, the value of this field is 0.

FOCUS_TIME_DURATION

Introduced: Release 8.5.004
For interactions with the focus time reported in FOCUS_TIME_COUNT, this field indicates the total time, in seconds, that the agent spent actively processing the interaction, as reported by the agent desktop.

Otherwise, the value of this field is 0.

Whether the duration includes ACW time depends on agent behavior. For example, WDE reports the end of focus time for voice calls when the agent marks the interaction as `Done`. If the agent continues to work on the call after the call ended, but does not mark the interaction as `Done` and does not

change to the `After Call Work` state, the time after the call ended will be reported as focus time and not ACW.

ASM_COUNT

Introduced: Release 8.5.004
For voice interactions, indicates whether an attempt to engage an agent into an outbound voice interaction was received for this IRF resource: 0 = No, 1 = Yes. The field applies only to resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode.

Note: If the agent answers the call, one of the following counts in the IRF is also set to 1:

- CONS_RCV_TALK_COUNT if the agent resource is connected to the customer
- TALK_COUNT if the call is terminated before the customer is connected

ASM_ENGAGE_DURATION

Introduced: Release 8.5.004
For voice interactions, the number of seconds that the engaged agent resource is waiting to be connected to the customer before either the connection is established or the call is terminated. The field applies only to agent resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode. If an agent resource is not engaged in an ASM-dialed call, the duration is set to 0.

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.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction 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 participation of the IRF resource in the interaction 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 END_TS timestamp to an appropriate time zone.

START_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction began.

END_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

ACTIVE_FLAG

Indicates whether the IRF is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

ORSSESSIONID

Introduced: Release 8.5.116.12
Modified: 8.5.116.45 (size of the column increased)
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_SDT			Improves access time, based on the Start Date Time key.
I_IRF_PT_GUID	X		Reserved.
IDX_IRF_IID			Improves access time, based on the INTERACTION ID.

Index I_IRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_IRF_PT_GUID

Field	Sort	Comment
PARTYGUID	Ascending	
START_DATE_TIME_KEY	Ascending	

Index IDX_IRF_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Interaction_Resource — 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.

Table INTERACTION_RESOURCE_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table contains possible interaction-related resource states. STATE_NAME_CODE identifies the resource state, while a combination of a state descriptor and a state role provides additional details.

This table allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state, combined with a state descriptor and state role.

Note: States are not generated for routing point or ACD queue IRF resources, as these resources have only one state.

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
INTERACTION_RESOURCE_STATE_KEY	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
STATE_ROLE	nvarchar(64)				
STATE_ROLE_CODE	nvarchar(32)				
STATE_DESCRIPTION	nvarchar(64)				
STATE_DESCRIPTION_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

INTERACTION_RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

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.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral resource state. This field is set to one of the following values:

- Initiate
- Alert
- Connect
- Hold
- Wrap

- Unknown

See STATE_NAME_CODE for descriptions of possible states. This value can change with localization.

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the media-neutral resource state. One of the following values:

- INITIATE — Indicates that a resource initiated an interaction and that there is no other party on the interaction yet. This state is part of State=3 (connected) that is reported by ICON.
- ALERT — Indicates that a resource is being alerted of an attempt for a new interaction to be connected to the agent's device. This state corresponds to State=2 (alerting) that is reported by ICON.
- CONNECT — Indicates a state in which the agent is known to be participating in the call, according to the state of the agent's device. This state is part of State=3 (connected) that is reported by ICON.
- HOLD — Indicates a state in which the agent places another party on hold. This state corresponds to State=4 (hold) that is reported by ICON.
- WRAP — This state may occur after the interaction is disconnected, when the agent goes to an After Call Work (ACW) state, or "wrap up" state, and when the reporting has enough information to associate this WRAP state to a specific interaction (either ACW started during a specific single interaction or it was initiated within a certain timeout after completion of the related interaction).
- UNKNOWN — The state in which there is no relationship between the call and the device.

This value does not change with localization.

STATE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral role of the resource state. This field is set to one of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

STATE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the state role. This field is set to one of the following values:

- INITIATOR

- RECEIVER
- UNKNOWN

This value does not change with localization.

STATE_DESCRIPTOR

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
For voice interactions, the detailed classification that describes the resource state. This field is set to one of the following values:

- Inbound
- Internal
- Outbound
- Outbound_OCS
- Consult
- Unknown

The value can change with localization.

STATE_DESCRIPTOR_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the resource state descriptor. This field is set to one of the following values:

- INBOUND
- INTERNAL
- OUTBOUND
- OUTBOUND_OCS
- CONSULT
- UNKNOWN

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table INTERACTION_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the INTERACTION_TYPE, INTERACTION_TYPE_CODE, INTERACTION_SUBTYPE and INTERACTION_SUBTYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

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
INTERACTION_TYPE_KEY	int	X	X		
INTERACTION_TYPE	nvarchar(64)				
INTERACTION_TYPE_CODE	nvarchar(32)				
INTERACTION_SUBTYPE	nvarchar(64)				

Column	Data Type	P	M	F	DV
INTERACTION_SUBTYPE_CODE	nvarchar(32)				
IGNORE	numeric(1)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

INTERACTION_TYPE_KEY

The primary key of this table. This key is also the surrogate key that is used to join this dimension to the fact tables.

INTERACTION_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The interaction type. This field is set to one of the following values:

- Unknown
- Internal
- Inbound
- Outbound

This value can change with localization.

INTERACTION_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The interaction type code. This field is set to one of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

INTERACTION_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.005 (`OutboundCallback` subtype added); 8.5.001 (`InternalConferenceInvite` subtype added)

The interaction subtype. This field is set to one of the following values:

- Unspecified
- InternalCollaborationInvite
- InternalCollaborationReply
- InternalConferenceInvite
- InboundCollaborationReply
- InboundCustomerReply
- InboundDisposition
- InboundNDR
- InboundNew
- InboundReport
- OutboundAutoResponse
- OutboundAcknowledgement
- OutboundCallback
- OutboundCollaborationInvite
- OutboundContact
- OutboundNew
- OutboundNotification
- OutboundRedirect
- OutboundReply
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- Unspecified
- InboundNew
- InboundCustomerReply
- OutboundContact
- OutboundNew
- OutboundNotification

This value can change with localization.

INTERACTION_SUBTYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.005 (`OUTBOUNDCALLBACK` subtype added); 8.5.001 (`INTERNALCONFERENCEINVITE` subtype added)
The code name of the interaction subtype. This field is set to one of the following values:

- UNSPECIFIED
- INTERNALCOLLABORATIONINVITE
- INTERNALCOLLABORATIONREPLY
- INTERNALCONFERENCEINVITE
- INBOUNDCOLLABORATIONREPLY
- INBOUNDCUSTOMERREPLY
- INBOUNDDISPOSITION
- INBOUNDNDR
- INBOUNDNEW
- INBOUNDREPORT
- OUTBOUNDAUTORESPONSE
- OUTBOUNDACKNOWLEDGEMENT
- OUTBOUNDCALLBACK
- OUTBOUNDCOLLABORATIONINVITE

- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION
- OUTBOUNDREDIRECT
- OUTBOUNDREPLY
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- UNKNOWN
- INBOUNDNEW
- INBOUNDCUSTOMERREPLY
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION

This value does not change with localization.

IGNORE

Applicable to multimedia interactions only, this flag indicates to Genesys Info Mart whether to process interactions of the type described by this row. This field is set to either one of the following values:

- 0 - Interactions of this type are transformed. This value is set by default for most interaction types, including those that are added to this dimension at runtime.
- 1 - Interactions of this type are ignored during transformation. This value is set by default for inbound interactions with subtype values of InboundDisposition and InboundReport.

Note: When an interaction that is set to be ignored is a parent (root) to other interactions, neither parent nor child interactions will be transformed, even if the child interactions are of a different type than the parent interaction.

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. The value of -1 indicates that a record was populated at runtime.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table IRF_USER_DATA_CUST_1

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters); 8.5.005.09 (data types of CUSTOM_DATA_13 through CUSTOM_DATA_16 changed to character data types); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_CUST_1 is included in the schema document for sample purposes only. Tables such as IRF_USER_DATA_CUST_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined string attributes that may come attached with interactions, use the Genesys-provided script as an example of how to add these tables to the schema. For full details, see Preparing Custom User-Data Storage on the Info Mart Database Scripts page in the *Genesys Info Mart Deployment Guide*.

The name of this table and the column names are configurable and may differ in your deployment.

The table stores high-cardinality data for up to 16 key-value pairs (KVPs) that are associated with interactions. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The row is populated according to a propagation rule, configurable for each KVP.

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
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
CUSTOM_DATA_1 through CUSTOM_DATA_16	varchar(1024)/nvarchar(1024)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to enable local indexes with partitioning.

TENANT_KEY

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 that is in the corresponding IRF record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
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

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

CUSTOM_DATA_1 through CUSTOM_DATA_16

Modified: 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make_gim_UDE_template*.sql**); 8.5.005.09 (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the **make_gim_UDE_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).
Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction.

These fields are an example for character-type KVP values. In principle, these fields support character, date/time, or numeric values. The exact data type is specified in the script that you use when creating the custom user data table.

For date/time data types, the format in which Genesys Info Mart stores date/time values is `yyyy-mm-ddThh24:mi:ss.ff`; if the KVP value that you want to store is not in this format, you must also specify a conversion expression in the script. (The conversion expression is stored in the CTL_UD_TO_UDE_MAPPING.CONVERT_EXPRESSION field.)

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_USER_DATA_CUST_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_CUST_1_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — 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.

Table IRF_USER_DATA_GEN_1

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.14 (GVP_SESSION_ID added); 8.5.011.18 (GSW_CALL_TYPE added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_GEN_1 allows interaction resource facts and mediation segment facts to be described by Genesys-defined (*predefined*) string attributes that may come attached with interactions. You cannot change the name of this table or the names of the table columns.

The table stores high-cardinality data for a set of predefined KVPs that are associated with interactions. (The Revenue and Satisfaction KVPs are also included in this table although the associated attributes are not currently predefined in Genesys Configuration Database.) Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003 the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The values are populated from user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

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
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
CASE_ID	varchar(255)/nvarchar(255)				
CUSTOMER_ID	varchar(255)/nvarchar(255)				
SERVICE_OBJECTIVE	varchar(255)/nvarchar(255)				
REVENUE	varchar(255)/nvarchar(255)				
SATISFACTION	varchar(255)/nvarchar(255)				
IPURPOSE	varchar(10)/nvarchar(10)				
GSW_CALL_ATTEMPT_GUID	varchar(50)				
SERVICE_ID	varchar(255)				
SERVICE_START_TS	int				
GSW_CALL_TYPE	varchar(255)				
GVP_SESSION_ID	varchar(255)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to enable local indexes with partitioning.

TENANT_KEY

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 that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
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

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

CASE_ID

The case ID, as it appears in an external case management application. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful for repeat-caller analysis.

CUSTOMER_ID

The customer ID, as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful to calculate metrics of the "per customer" type.

SERVICE_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice interactions, this is measured from the interaction start time to the time that an agent resource or self-service IVR should answer the call. For multimedia, this is the time from the start time of the interaction to the time that an agent resource, or AutoResponse Strategy, should start to handle (accept) the interaction.

REVENUE

The amount of revenue generated for a customer interaction.

SATISFACTION

The numerical customer-satisfaction score for the customer interaction.

IPURPOSE

The flag that indicates how to classify an IVR. A value of 1 (Self-Service) indicates that the IVR is considered to be a handling resource; a value of 0 indicates that the IVR is considered to be a mediation resource. This field's value is ignored for non-IVR parties.

GSW_CALL_ATTEMPT_GUID

Stores the GSW_CALL_ATTEMPT_GUID call attempt ID that is assigned by OCS. This value allows you to associate interaction details with contact attempt details using the following references:

- IRF_USER_DATA_GEN_1.GSW_CALL_ATTEMPT_GUID = CONTACT_ATTEMPT_FACT.CALL_ATTEMPT_ID
- IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID = INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID

SERVICE_ID

Introduced: Release 8.1.402
In deployments that have been configured to support reporting on Genesys Callback, this field reports the ID of the callback service request. Depending on the scenario, the value equals the ID of the Genesys Mobile Services (GMS) service instance or ID of the Orchestration Server (ORS) session.

SERVICE_START_TS

Introduced: Release 8.1.402
For the callback service identified in the SERVICE_ID field, the UTC timestamp when 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.

GSW_CALL_TYPE

Introduced: Release 8.5.011.18
Stores the GSW_CALL_TYPE value that is attached by OCS or, for SIP Cluster call flows where recording and monitoring of outbound calls can be disabled, by SIP Server.

GVP_SESSION_ID

Introduced: Release 8.5.015.14
Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19

Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_USER_DATA_GEN_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_GEN_1_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — 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.

Table IRF_USER_DATA_KEYS

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2 added); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

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.

The table includes a foreign key that references either an IRF record or an MSF record. The table also includes references to foreign key columns for the predefined dimensions that are based on user data and to a configurable number of Custom_Key columns.

Each row describes a combination of foreign keys to predefined and custom dimensions that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation.

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
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	-2
USER_DATA_GEN_DIM_KEY_1	int			X	
USER_DATA_GEN_DIM_KEY_2	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. This value can also be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join the INTERACTION_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, that are associated with the interaction. If a call did not include these attributes during a specific fact, this key references the default "Unspecified" dimension value.

USER_DATA_GEN_DIM_KEY_1

Introduced: Release 8.5.014.19
The surrogate key used to join to the USER_DATA_GEN_DIM_1 dimension.

USER_DATA_GEN_DIM_KEY_2

Introduced: Release 8.5.014.19
The surrogate key used to join to the USER_DATA_GEN_DIM_2 dimension.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
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

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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

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

Index I_IRF_USER_DATA_KEYS_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — 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.

Table IXN_RESOURCE_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row in this table describes an interaction-related state of an agent. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as seconds since midnight of January 1, 1970. The place that is associated with the resource state is also included as a dimensional reference.

If an agent handles multiple interactions simultaneously, this table may include facts that happen simultaneously on different interactions, but that are associated with the same agent.

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
IXN_RESOURCE_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	

Column	Data Type	P	M	F	DV
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
INTERACTION_RESOURCE_STATE_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
INTERACTION_RESOURCE_SDT_KEY	int			X	
INTERACTION_RESOURCE_ID	numeric(19)			X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

IXN_RESOURCE_STATE_FACT_KEY

The primary key of this table, generated by Genesys Info Mart.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact 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 interaction resource state fact 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 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_TYPE_KEY

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

RESOURCE_KEY

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

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an IRF resource such as an agent or IVR, this key refers to the DN of the agent or of the IVR. For a routing point or queue resource (including ACD queue, interaction queue, or workbin), this key holds the same value as RESOURCE_KEY.

PLACE_KEY

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

INTERACTION_RESOURCE_STATE_KEY

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

INTERACTION_TYPE_KEY

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

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.

INTERACTION_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the INTERACTION_RESOURCE_ID field. On a partitioned database, INTERACTION_RESOURCE_SDT_KEY in combination with INTERACTION_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

INTERACTION_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. This surrogate key is used to join the interaction resource state fact to the interaction resource fact.

START_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact began.

END_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact ended.

TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state, irrespective of the interval(s) in which the state endures.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION_RESOURCE_STATE.STATE_NAME_CODE field is "INITIATED"; otherwise, this field is null.

ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_IRSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table LDR_CAMPAIGN

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the outbound campaign. Each row describes one campaign.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CAMPAIGN_GROUP_NAME	nvarchar(255)		X		unknown
CAMPAIGN_GROUP_ID	numeric(19)		X		-1
CAMPAIGN_TEMPLATE_NAME	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_CAMPAIGN_KEY.

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.

CAMPAIGN_GROUP_NAME

The name of the campaign group.

CAMPAIGN_GROUP_ID

The DBID of the campaign group as assigned by Configuration Server.

CAMPAIGN_TEMPLATE_NAME

The name of the template on which the campaign is based.

Index List

CODE	U	C	Description
I_LDR_CAMPAIGN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_CAMPAIGN

Field	Sort	Comment
CAMPAIGN_GROUP_NAME	Ascending	
CAMPAIGN_GROUP_ID	Ascending	
CAMPAIGN_TEMPLATE_NAME	Ascending	

Subject Areas

No subject area information available.

Table LDR_DEVICE

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on device characteristics of the contact list records. Each row describes one record from the contact list.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
DEVICE_COUNTRY_CODE	nvarchar(10)		X		unknown
DEVICE_AREA_CODE	nvarchar(10)		X		unknown
DEVICE_STATE_CODE	nvarchar(10)		X		unknown
DEVICE_TIMEZONE	nvarchar(50)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_DEVICE_KEY.

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.

DEVICE_COUNTRY_CODE

The country code of the record from the contact list.

DEVICE_AREA_CODE

The area code of the record from the contact list.

DEVICE_STATE_CODE

The state code of the record from the contact list.

DEVICE_TIMEZONE

The time zone indicated in the record from the contact list.

Index List

CODE	U	C	Description
I_LDR_DEVICE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_DEVICE

Field	Sort	Comment
DEVICE_COUNTRY_CODE	Ascending	

Field	Sort	Comment
DEVICE_AREA_CODE	Ascending	
DEVICE_STATE_CODE	Ascending	
DEVICE_TIMEZONE	Ascending	

Subject Areas

No subject area information available.

Table LDR_FACT

Description

Introduced: 8.5.012.15

In partitioned databases, this table is partitioned.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading of an outbound campaign. Suppressed (unattempted) records do not reach the Outbound Contact Server (OCS) processing phase of outbound campaigns. Rows are inserted into the table when a contact list record is suppressed; rows are updated only when personally identifiable information (PII) is redacted from the database fields as a result of General Data Protection Regulation (GDPR) "forget" requests.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading

The LDR_LIST_KEY enables you to link an LDR_FACT record with the LDR_LIST table; LDR_LIST.LIST_ID contains the DBID of the contact list object and can be joined further to CALLING_LIST_METRIC_FACT and other Info Mart tables.

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
ID	varchar(50)/nvarchar(50)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
RECORD_ID	numeric(19)				
CLIENT_ID	nvarchar(64)				
CHAIN_ID	numeric(19)				
CHAIN_NUMBER	numeric(19)				
CONTACT_INFO	nvarchar(255)				
DEVICE_MASK	numeric(19)				
LDR_CAMPAIGN_KEY	int		X		-2
LDR_GROUP_KEY	int		X		-2
LDR_LIST_KEY	int		X		-2
LDR_RECORD_KEY	int		X		-2
LDR_POSTAL_CODE_KEY	int		X		-2
LDR_DEVICE_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

ID

An identifier Genesys Info Mart generates based on the long UUID timestamp reported by CX Contact.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the event regarding the suppressed contact list records was generated by CX Contact.

RECORD_ID

The identifier of the record from the contact list.

CLIENT_ID

The unique client identifier of the contact from the contact list.

CHAIN_ID

The chain identifier of the record from the contact list.

CHAIN_NUMBER

The order of the contact list record within the chain.

CONTACT_INFO

The contact information (device) for the contact from the contact list.

DEVICE_MASK

The bit mask of the record from the contact list.

LDR_CAMPAIGN_KEY

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

LDR_GROUP_KEY

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

LDR_LIST_KEY

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

LDR_RECORD_KEY

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

LDR_POSTAL_CODE_KEY

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

LDR_DEVICE_KEY

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

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_LDR_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_LDR_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table LDR_GROUP

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on the name of the agent group or place group associated with the outbound campaign. Each row describes one group of agents or places.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
GROUP_NAME	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_CAMPAIGN_KEY.

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.

GROUP_NAME

The name of the agent group or place group.

Index List

CODE	U	C	Description
I_LDR_GROUP	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_GROUP

Field	Sort	Comment
GROUP_NAME	Ascending	

Subject Areas

No subject area information available.

Table LDR_LIST

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of contact lists. Each row describes one contact list.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
LIST_NAME	nvarchar(255)		X		unknown
LIST_ID	numeric(19)		X		-1

ID

The primary key of this table. This ID is referenced from other tables as LDR_LIST_KEY.

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.

LIST_NAME

The name of the contact list.

LIST_ID

DBID that Configuration Server assigned to the Calling List configuration object that represents the contact list.

Index List

CODE	U	C	Description
I_LDR_LIST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_LIST

Field	Sort	Comment
LIST_NAME	Ascending	
LIST_ID	Ascending	

Subject Areas

No subject area information available.

Table LDR_POSTAL_CODE

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on postal code values of contact list records. Each row describes one postal code.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
POSTAL_CODE	nvarchar(32)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_POSTAL_CODE_KEY.

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.

POSTAL_CODE

Postal code of the record from the contact list.

Index List

CODE	U	C	Description
I_LDR_POSTAL_CODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_POSTAL_CODE

Field	Sort	Comment
POSTAL_CODE	Ascending	

Subject Areas

No subject area information available.

Table LDR_RECORD

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the contact list records, such as contact information type, record type, record status, and disposition.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CONTACT_INFO_TYPE	nvarchar(32)		X		unknown
RECORD_TYPE	nvarchar(32)		X		unknown
RECORD_STATUS	nvarchar(32)		X		unknown
DISPOSITION	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_RECORD_KEY.

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.

CONTACT_INFO_TYPE

The type of the contact device. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

RECORD_TYPE

The type of the record from the contact list. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

RECORD_STATUS

The status of the record from the contact list. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

DISPOSITION

The reason for filtering out the record from the campaign during the pre-loading phase, as reported by CX Contact.

Index List

CODE	U	C	Description
I_LDR_RECORD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_RECORD

Field	Sort	Comment
CONTACT_INFO_TYPE	Ascending	
RECORD_TYPE	Ascending	
RECORD_STATUS	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table MEDIA_ORIGIN

Description

Introduced: 8.5.014.09

In partitioned databases, this table is not partitioned.

This dimension table allows chat thread facts to be described based on where the chat session originated. This dimension table is populated only in cloud deployments with Advanced Chat. Depending on specific media, the media origin values are either the same as, or complementary to, the media types stored in the MEDIA_TYPE table. For instance, for Facebook public messaging, Facebook is the value recorded both as MEDIA_NAME in the MEDIA_TYPE table and as MEDIA_ORIGIN in the MEDIA_ORIGIN table. For Facebook private messaging, however, the value recorded as MEDIA_NAME in the MEDIA_TYPE table would be CHAT, while the value recorded as MEDIA_ORIGIN in the MEDIA_ORIGIN table would be Facebook.

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
ID	int	X	X		
MEDIA_ORIGIN	nvarchar(64)		X		unknown

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as MEDIA_ORIGIN_KEY.

MEDIA_ORIGIN

Based on KVP: csg_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

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.

Index List

CODE	U	C	Description
I_MEDIA_ORIGIN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_MEDIA_ORIGIN

Field	Sort	Comment
MEDIA_ORIGIN	Ascending	

Subject Areas

No subject area information available.

Table MEDIA_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the MEDIA_NAME and MEDIA_NAME_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on media type, such as voice. Each row describes one media type.

New 3rd Party Media media types can be populated in this dimension manually. Genesys recommends that you manually insert online media types into this table prior to their use, so that they are processed and represented properly starting with their first appearance in data. The Genesys Info Mart Server also adds new 3rd Party Media media types to this table as they are encountered, storing them as offline media by default. For media types that are truly online media, the IS_ONLINE value should be changed manually in this case. Refer to Setting up media types for online interactions on the Completing Database Preparation page in the *Genesys Info Mart Deployment Guide* for instructions.

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
MEDIA_TYPE_KEY	int	X	X		
MEDIA_NAME	nvarchar(255)		X		
MEDIA_NAME_CODE	nvarchar(255)		X		
IS_ONLINE	numeric(1)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

MEDIA_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact and aggregate tables. A value of 1001 and higher, assigned either by Genesys Info Mart or as a result of manual media type population, indicates a 3rd Party Media media type.

MEDIA_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media name. For voice and multimedia, it is one of the following values:

- None
- Voice
- Email
- Chat

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value can change with localization.

MEDIA_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media name code. For voice and multimedia, it is one of the following values:

- NONE
- VOICE
- EMAIL

- CHAT

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value does not change with localization.

IS_ONLINE

Indicates whether a customer is involved in the interaction in real time while an agent is handling the interaction. The value is set to 1 for media types that are associated with online interactions (for example, chat, including asynchronous chat). The value is set to 0 for media types associated with offline interactions (for example, e-mail). This flag instructs Genesys Info Mart what transformation logic to apply to interactions of this media type.

Note: The value should be confirmed carefully when a new, online 3rd Party Media media type is added to the schema. Genesys Info Mart checks the value of this flag during transformation of the interactions of a given media type. A subsequent change to this flag's value does not change how the interaction was transformed.

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.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

UPDATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

Index List

CODE	U	C	Description
I_MEDIA_TP_MCD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_MEDIA_TP_MCD

Field	Sort	Comment
MEDIA_NAME_CODE	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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 state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table MEDIATION_SEGMENT_FACT

Description

Modified: 8.5.116.45 (size of the ORSSESSIONID column increased); 8.5.116.12 (ORSSESSIONID added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.004 (USERDATA_FLAG added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table describes interaction activity with respect to mediation DNs, including virtual and ACD queues, as well as Genesys eServices/Multimedia interaction queues and workbins. The grain of the fact spans the time from when the interaction enters the mediation DN to when the interaction leaves the mediation DN in one of the following three ways:

- Abandoned in the mediation DN
- Cleared from the mediation DN (for virtual queues only)
- Distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource

For voice, only completed ACD queue and virtual queue activity is populated; for multimedia, both active and completed virtual queue activity is populated.

Important

Availability of active virtual queue data in Genesys Info Mart depends on the vq-write-mode configuration option in Interaction Concentrator.

In releases prior to 8.5.003, the populate-mm-ixnqueue-facts configuration option disables the population of eServices/Multimedia Interaction Queue activity to the MSF table. Starting with release 8.5.003, an MSF record is populated for the starting Interaction Queue of an Inbound Interaction, even if populate-mm-ixnqueue-facts is set to false.

The mediation segment start and end dates and times are stored as facts in the UTC format.

> **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
MEDIATION_SEGMENT_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
WORKBIN_KEY	int			X	-2
INTERACTION_SDT_KEY	int			X	
INTERACTION_ID	numeric(19)			X	
IXN_RESOURCE_SDT_KEY	int			X	
IXN_RESOURCE_ID	numeric(19)			X	
TARGET_IXN_RESOURCE_SDT_KEY	int			X	
TARGET_IXN_RESOURCE_ID	numeric(19)			X	
MEDIA_SERVER_IXN_GUID	varchar(50)				
MEDIATION_GUID	varchar(50)				
ENTRY_ORDINAL	int				
MEDIATION_DURATION	int				
ONLINE_DURATION	int				
ANSWER_THRESHOLD	int				
SHORT_ABANDONED_FLAG	numeric(1)				

Column	Data Type	P	M	F	DV
MET_THRESHOLD_FLAG	numeric(1)				
ACTIVE_FLAG	numeric(1)				
USERDATA_FLAG	numeric(1)				
START_TS	int				
END_TS	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PRODUCER_BATCH_ID	numeric(19)				
ORSSESSIONID	varchar(128)				

MEDIATION_SEGMENT_ID

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant to which the mediation DN belongs.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction entered the mediation DN. 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 interaction left the mediation DN. 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. For an active row that represents a multimedia interaction that is currently at the mediation DN (where ACTIVE_FLAG=1), this field references the date and time far in the future, so that applications do not have to test for null.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the interaction's type. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the result of the mediation segment, such as Abandoned, Cleared, or Diverted.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to indicate the mediation DN resource.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups of which the mediation DN resource was a member when the interaction entered the mediation DN. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

WORKBIN_KEY

In MSF records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Options Reference.*

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the INTERACTION_FACT table. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

INTERACTION_ID

The value of the interaction fact primary key.

IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the IXN_RESOURCE_ID field. On a partitioned database, IXN_RESOURCE_SDT_KEY in combination with IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. In MSF records that are part of an attempt (successful or unsuccessful) to reach a handling resource, this field is the ID of the IRF that represents the attempt. This field can be used to join the MSF table to the IRF table. If the interaction passes through multiple mediation resources during the attempt to reach a handling resource, many MSF records will reference the same primary IRF record. If the attempt is successful, the referenced IRF is the IRF for the handling resource that was reached. If the attempt is unsuccessful, the referenced IRF is the IRF for the last mediation resource (the resource in which the interaction ended).

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

TARGET_IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the TARGET_IXN_RESOURCE_ID field. On a partitioned database, TARGET_IXN_RESOURCE_SDT_KEY in combination with TARGET_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

TARGET_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the target of the distribution from this mediation DN. This field can be used to join this table to the INTERACTION_RESOURCE_FACT table.

MEDIA_SERVER_IXN_GUID

The unique interaction ID, as reported by the interaction media server. In the case of voice T-Server, the GUID is the call’s UUID. In the case of multimedia, the GUID is either of the following:

- The interaction ID from Interaction Server, in a record that is created for virtual queue
- The call ID of the party that is associated with the mediation DN, in a record that is created for an interaction queue or workbin

MEDIATION_GUID

The unique ID that represents the interaction in the virtual queue, as reported by URS through ICON. URS uses this ID to resolve calls that are stuck in a virtual queue. For ACD queue activity (associated with voice interactions), this field contains the party GUID for the ACD queue party, as reported by ICON. For interaction queue or workbin activity (associated with multimedia interactions), this field contains the party GUID for the interaction queue or workbin party, as reported by ICON.

ENTRY_ORDINAL

Indicates the order of entrance of this mediation segment relative to other mediation segments of the same primary IRF record. The other mediation segments are MSF records that have the same IXN_RESOURCE_ID.

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

MEDIATION_DURATION

The time, in seconds, from when the interaction enters the mediation DN to when the interaction is removed, for any reason.

For ACD queues, interaction queues, or interaction workbins, the mediation duration does not include any time spent in a strategy or a virtual queue, except for bounce-back scenarios (a subset of "runaway strategy" scenarios in which an interaction is bounced between the mediation resource and a strategy, as the strategy repeatedly retries busy agents). In bounce-back scenarios, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration in the MSF for that resource includes all the interim strategy time.

For virtual queues, the adjust-vq-time-by-strategy-time configuration option controls whether the mediation duration includes or excludes the time that the interaction spent in the strategy but outside the virtual queue. For an active multimedia interaction that is currently at a mediation DN, this value is 0.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts ("runaway strategy" scenarios), population of this field changed between release 8.1.1 and release 8.1.2.

- In release 8.1.1, a new MSF record is created every time an interaction enters a virtual queue. This field includes only the duration until the interaction leaves the virtual queue.
- In release 8.1.2, a single MSF record is created for a particular virtual queue, regardless of the number of times that an interaction returns to this virtual queue. This field includes all the time that the interaction spends in a particular virtual queue during mediation. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls

when excessive numbers of parties are skipped.)

ONLINE_DURATION

Part of the MEDIATION_DURATION before the interaction went offline, for Genesys eServices/ Multimedia chat and online 3rd Party Media interactions. For voice calls, ONLINE_DURATION and MEDIATION_DURATION are equal. For e-mail messages and offline 3rd Party Media interactions, ONLINE_DURATION equals 0.

ANSWER_THRESHOLD

The number of seconds that establishes a threshold for an interaction to be both distributed from the mediation DN and accepted by the target resource. This value is derived from the value of the q-answer-threshold-voice configuration option for voice interactions or the media-specific q-answer-threshold configuration option for multimedia interactions.

SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned in the mediation DN within the defined threshold, in which case the value is 1, or abandoned in the mediation DN outside this threshold, in which case the value is 0. The threshold is defined by the q-short-abandoned-threshold-voice configuration option for voice interactions or by the media-specific q-short-abandoned-threshold configuration option for multimedia interactions. If the interaction was not abandoned at all, this value is 0.

MET_THRESHOLD_FLAG

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold. If so, the value of this field is 1; otherwise, the value is 0. The threshold is defined by the q-answer-threshold-voice configuration option for voice interactions or by the media-specific q-answer-threshold configuration option for multimedia interactions.

ACTIVE_FLAG

Indicates whether the mediation DN segment is currently active: 0 = No, 1 = Yes.

USERDATA_FLAG

Introduced: Release 8.5.004
This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation. If user data is associated with this MSF record, the value of this field is 1; otherwise, the value is 0.

START_TS

The UTC-equivalent value of the date and time at which the interaction entered the mediation DN.

END_TS

The UTC-equivalent value of the date and time at which the interaction that left the mediation DN (was diverted, cleared, or abandoned while queued) reached the target resource or was abandoned. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

ORSSESSIONID

Introduced: Release 8.5.116.12
Modified: 8.5.116.45 (size of the column increased)
Reserved for internal use.

Index List

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

CODE	U	C	Description
I_MSF_IID			Improves access time, based on the INTERACTION ID.

Index I_MSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_MSF_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table POST_CALL_SURVEY_DIM_1

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SURVEY_IAGENTSCORE, SURVEY_ICOMPANYSCORE, SURVEY_ICALLSCORE, SURVEY_IPRODUCTSCORE, SURVEY_IQ1)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on the scores customers assign to the call, agent, product, and company during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

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
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IAGENTSCORE	nvarchar(32)		X		-1
SURVEY_ICOMPANYSCORE	nvarchar(32)		X		-1
SURVEY_ICALLSCORE	nvarchar(32)		X		-1
SURVEY_IPRODUCTSCORE	nvarchar(32)		X		-1
SURVEY_IQ1	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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.

SURVEY_IAGENTSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iAgentScore

The score assigned to the agent by the customer during post-call survey.

SURVEY_ICOMPANYSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iCompanyScore

The overall score assigned to the company by the customer during post-call survey.

SURVEY_ICALLSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iCallScore

The score assigned to the call by the customer during post-call survey.

SURVEY_IPRODUCTSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iProductScore

The score assigned to the product by the customer during post-call survey.

SURVEY_IQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ1

The answer from the caller to Integer-response question 1 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_1	X		Improves access time.

Index I_POST_CALL_SURVEY_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IAGENTSCORE	Ascending	
SURVEY_ICOMPANYSCORE	Ascending	
SURVEY_ICALLSCORE	Ascending	
SURVEY_IPRODUCTSCORE	Ascending	
SURVEY_IQ1	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_2

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases and for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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.

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> 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
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IQ2	nvarchar(32)		X		-1
SURVEY_IQ3	nvarchar(32)		X		-1
SURVEY_IQ4	nvarchar(32)		X		-1
SURVEY_SQ1	nvarchar(170)		X		NO_VALUE
SURVEY_SQ2	nvarchar(170)		X		NO_VALUE

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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.

SURVEY_IQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ2

The answer from the caller to Integer-response question 2 during a post-call survey.

SURVEY_IQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ3

The answer from the caller to Integer-response question 3 during a post-call survey.

SURVEY_IQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ4

The answer from the caller to Integer-response question 4 during a post-call survey.

SURVEY_SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

The answer from the caller to String-response question 1 during a post-call survey.

SURVEY_SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

The answer from the caller to String-response question 2 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_2	X		Improves access time.

Index I_POST_CALL_SURVEY_DIM_2

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ2	Ascending	
SURVEY_IQ3	Ascending	
SURVEY_IQ4	Ascending	
SURVEY_SQ1	Ascending	
SURVEY_SQ2	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_3

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
TENANT_KEY	int		X	X	

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_4

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases and for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_SQ8	nvarchar(170)		X		NO_VALUE
SURVEY_SQ9	nvarchar(170)		X		NO_VALUE
SURVEY_SQ10	nvarchar(170)		X		NO_VALUE
SURVEY_IQ5	nvarchar(32)		X		-1
SURVEY_IQ6	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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.

SURVEY_SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Based on KVP: survey_sQ8

The answer from the caller to String-response question 8 during a post-call survey.

SURVEY_SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

The answer from the caller to String-response question 9 during a post-call survey.

SURVEY_SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_s10

The answer from the caller to String-response question 10 during a post-call survey.

SURVEY_IQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ5

The answer from the caller to Integer-response question 5 during a post-call survey.

SURVEY_IQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ6

The answer from the caller to Integer-response question 6 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_4	X		Improves access time.

Index I_POST_CALL_SURVEY_DIM_4

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_SQ8	Ascending	
SURVEY_SQ9	Ascending	
SURVEY_SQ10	Ascending	
SURVEY_IQ5	Ascending	
SURVEY_IQ6	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_5

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

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
ID	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IQ7	nvarchar(32)		X		-1
SURVEY_IQ8	nvarchar(32)		X		-1
SURVEY_IQ9	nvarchar(32)		X		-1
SURVEY_IQ10	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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.

SURVEY_IQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ7

The answer from the caller to Integer-response question 7 during a post-call survey.

SURVEY_IQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ8

The answer from the caller to Integer-response question 8 during a post-call survey.

SURVEY_IQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Based on KVP: survey_i09

The answer from the caller to Integer-response question 9 during a post-call survey.

SURVEY_IQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_i10

The answer from the caller to Integer-response question 10 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_5			Improves access time.

Index I_POST_CALL_SURVEY_DIM_5

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ7	Ascending	
SURVEY_IQ8	Ascending	
SURVEY_IQ9	Ascending	
SURVEY_IQ10	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_6

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on survey completion and a recommendation score, provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

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
ID	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IRECOMMENDSCORE	nvarchar(32)		X		-1
SURVEY_COMPLETE	nvarchar(10)		X		NO_VALUE
SURVEY_RECORDING	nvarchar(10)		X		NO_VALUE

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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.

SURVEY_IRECOMMENDSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iRecommendScore

The user's rating (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS).

SURVEY_COMPLETE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_sComplete

Indicates whether a survey was completed. (TRUE = completed)

SURVEY_RECORDING

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Based on KVP: survey_sRecording

Indicates whether the application attempted to record a voice message from the caller, after the caller completed the survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_6			Improves access time.

Index I_POST_CALL_SURVEY_DIM_6

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IRECOMMENDSCORE	Ascending	
SURVEY_COMPLETE	Ascending	
SURVEY_RECORDING	Ascending	

Subject Areas

No subject area information available.

Table RECORD_FIELD_GROUP_1

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10 columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

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
RECORD_FIELD_GROUP_1_KEY	int	X	X		
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10	nvarchar(255)				
PURGE_FLAG	numeric(1)				

RECORD_FIELD_GROUP_1_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

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

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.

RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The text string value number one through ten, respectively, of a custom record field.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_FIELD_GROUP_2

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10 columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

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
RECORD_FIELD_GROUP_2_KEY	int	X	X		
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10	nvarchar(255)				
PURGE_FLAG	numeric(1)				

RECORD_FIELD_GROUP_2_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

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

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.

RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The text string value number one through ten, respectively, of a custom record field.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_STATUS

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_STATUS and RECORD_STATUS_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD_STATUS allows facts to be described based on attributes of an outbound campaign record status. Each row describes one record status, such as Updated or Canceled.

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
RECORD_STATUS_KEY	int	X	X		
RECORD_STATUS	nvarchar(32)				
RECORD_STATUS_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

RECORD_STATUS_KEY

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

RECORD_STATUS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the record status. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

This value can change with localization.

RECORD_STATUS_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the record status description that is stored in the RECORD_STATUS column. This field is set to one of the following values:

- NO_RECORD_STATUS
- READY
- RETRIEVED
- UPDATED
- STALE
- CANCELLED
- AGENT_ERROR
- CHAIN_UPDATED
- MISSED_CALLBACK
- CHAIN_READY

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_TYPE and RECORD_TYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD_TYPE allows facts to be described based on attributes of an outbound campaign record type. Each row describes one record type, such as General and PersonalCallback.

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
RECORD_TYPE_KEY	int	X	X		
RECORD_TYPE	nvarchar(32)				
RECORD_TYPE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

RECORD_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

RECORD_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The record type. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

This value can change with localization.

RECORD_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The record type code. This field is set to one of the following values:

- NO_RECORD_TYPE
- UNKNOWN_RECORDTYPE
- GENERAL
- CAMPAIGN_RESCHEDULED
- PERSONAL_RESCHEDULED
- PERSONAL_CALLBACK
- CAMPAIGN_CALLBACK
- NO_CALL

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table REQUESTED_SKILL

Description

In partitioned databases, this table is not partitioned.

REQUESTED_SKILL allows facts to be described based on a combination of requested skills and minimum skill proficiencies. This multivalue bridge table bridges facts with the SKILL dimension. Each row describes one requested skill (and its minimum proficiency level) among a distinct combination of requested skills. Each distinct combination of skills shares a unique requested skill combination key column. A new set of rows is issued for each distinct combination of skills and skill proficiency levels that are encountered as attached data in the interaction source data.

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
ID	numeric(19)	X	X		
SKILL_KEY	int		X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_KEY	int		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SKILL_LEVEL	int				
PURGE_FLAG	numeric(1)				

ID

The primary key of this table.

SKILL_KEY

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

TENANT_KEY

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

SKILL_COMBINATION_KEY

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

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.

SKILL_LEVEL

The requested minimum skill level or proficiency.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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.

Table REQUESTED_SKILL_COMBINATION

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SKILL_COMBINATION_STRING and SKILL_COMBINATION_AUX_KEY columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

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
SKILL_COMBINATION_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_STRING	nvarchar(255)		X		
SKILL_COMBINATION_AUX_KEY	nvarchar(255)				

Column	Data Type	P	M	F	DV
SKILL_COUNT	smallint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PURGE_FLAG	numeric(1)				

SKILL_COMBINATION_KEY

This is the primary key of this table and the surrogate key that is used to join the REQUESTED_SKILL dimension table to the fact tables.

TENANT_KEY

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

SKILL_COMBINATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
A single string representation of all skills and proficiencies that are requested by the interaction.

SKILL_COMBINATION_AUX_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
This field is internal.

SKILL_COUNT

The count of the number of requested skills.

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.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — 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.

Table RESOURCE_

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SWITCH_NAME, IVR_NAME, RESOURCE_TYPE, RESOURCE_TYPE_CODE, RESOURCE_SUBTYPE, RESOURCE_NAME, AGENT_FIRST_NAME, AGENT_LAST_NAME, EMPLOYEE_ID, EXTERNAL_RESOURCE_ID, RESOURCE_ALIAS); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the attributes of the associated resource; routing points, queues, IVRs, and agents are all resources. Each row describes one resource. A new row is issued for each configured DN--such as routing point, queue DN, position, extension, IVR DN, and agent--identified by its ID in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points; ACD Queues and Virtual Queues are considered Queues. For Genesys eServices/Multimedia, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a script, routing point, queue, or another DN and re-creating it under the same name causes a new row to be issued. Changing agent attributes--such as last name, first name, and employee ID--causes an update to an existing row. Deleting an agent and re-creating it with the same attributes causes a new row to be issued.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL_RESOURCE_ID and IVR_NAME columns.

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
RESOURCE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SWITCH_DBID	int				
SWITCH_NAME	nvarchar(255)				
IVR_NAME	nvarchar(255)				
RESOURCE_TYPE	nvarchar(255)				
RESOURCE_TYPE_CODE	varchar(32)				
RESOURCE_SUBTYPE	nvarchar(255)				
RESOURCE_NAME	nvarchar(255)				
AGENT_FIRST_NAME	nvarchar(64)				
AGENT_LAST_NAME	nvarchar(64)				
EMPLOYEE_ID	nvarchar(255)				
EXTERNAL_RESOURCE_ID	nvarchar(255)				
RESOURCE_CFG_DBID	int				
RESOURCE_CFG_TYPE_ID	int				
RESOURCE_ALIAS	nvarchar(255)				
NETWORK_RESOURCE_FLAG	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension table to the fact and aggregate tables.

TENANT_KEY

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

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.

SWITCH_DBID

The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH_NAME field.

SWITCH_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The switch name on which the queue, routing point, or IVR DN is configured. It provides a natural hierarchy for queues, routing points, or IVR DNs that are configured on the same switch.

IVR_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The IVR name on which the IVR DN is configured. It provides a natural hierarchy for IVR DNs that are configured on the same IVR.

RESOURCE_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The resource type. This field is set to one of the following values:

- Unknown
- Agent

- Queue
- RoutingPoint
- IVRApplication
- IVRPort
- Other

This value can change with localization.

RESOURCE_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the resource type. This field is set to one of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRAPPLICATION
- IVRPORT
- OTHER

This value does not change with localization.

RESOURCE_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.003.17 (new value, `Person`, added for the `Agent` resource type)
The detailed resource type.

The following list of permissible values presents the resource subtypes in the following format:

- **RESOURCE_TYPE**
  RESOURCE_SUBTYPE
- **Unknown**
  Unknown
- **Agent**
  Agent
  Person
- **Queue**
  ACDQueue
  VirtualQueue
  InteractionQueue
  InteractionWorkBin
- **RoutingPoint**
  RoutingPoint
  VirtualRoutingPoint

ExternalRoutingPoint
ServiceNumber
RoutingQueue
RoutingStrategy

- **IVRApplication**
  UnknownDNType
  Extension
  ACDPosition
  VoiceTreatmentPort
  VoiceMail
  MobileStation
  CallProcessingPort
  FAX
  Modem
  MusicPort
  Trunk
  TrunkGroup
  TieLine
  TieLineGroup
  Mixed
  NetworkDestination
  ServiceNumber
  CommunicationDN
  E-mailAddress
  VoiceOverIPPort

- **IVRApplication (continued)**
  VideoOverIPPort
  Chat
  CoBrowse
  VoiceOverIPService

Workflow
AccessResource

- **Other**
  UnknownDNType
  Extension
  ACDPosition
  ACDQueue
  RoutingPoint
  VirtualQueue
  VirtualRoutingPoint
  VoiceTreatmentPort
  VoiceMail
  CallProcessingPort
  FAX
  Modem
  MusicPort
  Trunk
  TrunkGroup
  TieLine
  TieLineGroup
  Mixed
  ExternalRoutingPoint
  NetworkDestination
  ServiceNumber
  RoutingQueue
  CommunicationDN
  E-mailAddress
  VoiceOverIPPort
  VideoOverIPPort
  Chat
  CoBrowse
  VoiceOverIPService

Workflow AccessResource

RESOURCE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR application name
- The IVR directory number
- The multimedia interaction queue
- The workbin
- The routing strategy name
- The user name of the agent as specified in the Person object's properties in the Configuration Database

AGENT_FIRST_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
If the resource is an agent, this value is the first name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

AGENT_LAST_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
If the resource is an agent, this value is the last name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

EMPLOYEE_ID

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The employee ID of an agent resource, as it appears in the contact center configuration.

EXTERNAL_RESOURCE_ID

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The employee ID of an agent, as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field is reserved for future use.

RESOURCE_CFG_DBID

The database identifier for the routing point, queue, IVR DN, or agent object in the contact center configuration.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart generates an internal ID to populate this field for a DN resource that does not have a corresponding configuration object.

RESOURCE_CFG_TYPE_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR DN, or agent object.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart sets this field to 0 (zero) for a DN resource that does not have a corresponding configuration object.

RESOURCE_ALIAS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Contains the DN's alias, as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

NETWORK_RESOURCE_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server: 0 = Premise, 1 = Network.

GMT_START_TIME

The GMT-equivalent date and time at which the resource was added to IDB, which can differ from the date and time at which the resource was actually added to contact center configuration.

GMT_END_TIME

The GMT-equivalent date and time at which the resource was removed from contact center configuration.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
IDX_RES_CFG_DBID	X		Reserved.
IDX_RES_TYPE_CODE			Improves access time, based on the code for the resource type.
I_RES_KEY_CFG_DBID	X		Reserved.

Index IDX_RES_CFG_DBID

Field	Sort	Comment
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Index IDX_RES_TYPE_CODE

Field	Sort	Comment
RESOURCE_TYPE_CODE	Ascending	

Index I_RES_KEY_CFG_DBID

Field	Sort	Comment
RESOURCE_KEY	Ascending	
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction_Resource — 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 state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Resource_Group — Represents the membership of contact center resources among resource groups.
- Resource_Skill — Represents the skill resumes of agent resources.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_ANNEX

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the VALUE column modified in single-language databases and for the SECTIONNAME and KEYNAME columns modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of type Person.

The data is based on the records for these configuration objects that are stored in the GC_ANNEX table of the configuration IDB. Genesys Interactive Insights uses the data associated with Person configuration objects to control visibility for certain data and reports.

A new row is issued for each configuration option specified in an **RPT*** section (in other words, in a configuration section with section name starting with “RPT”) on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

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
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SECTIONNAME	nvarchar(255)	X	X		
KEYNAME	nvarchar(255)	X	X		
VALUE	nvarchar(255)				
END_TS	int		X		
CFGOBJECTID	int		X		
CFGOBJECTTYPE	tinyint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ACTIVE_FLAG	numeric(1)		X		
PRODUCER_BATCH_ID	numeric(19)				

RESOURCE_KEY

The primary key that is used to join this table to the RESOURCE_ dimension.

TENANT_KEY

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

SECTIONNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective DN, Person, or Switch record.

KEYNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration option that is set on the Annex tab of the configuration object. If the object type is Person, the option specifies the geographical location, business line, or organization

structure. This value equals the value of the GC_ANNEX.KEYNAME field in IDB for a respective DN, Person, or Switch record.

VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value of the configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective DN, Person, or Switch record.

END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective DN, Person, or Switch record.

CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective DN, Person, or Switch record.

CFGOBJECTTYPE

The type of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective DN, Person, or Switch record.

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.

ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_RESOURCE_ANNEX	X		Improves access time, based on dimension values.
I_RESOURCE_ANNEX_END_TS			Improves access time, based on the End Timestamp.

Index I_RESOURCE_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

Index I_RESOURCE_ANNEX_END_TS

Field	Sort	Comment
END_TS	Ascending	

Subject Areas

No subject area information available.

Table RESOURCE_GROUP_COMBINATION

Description

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multivalue bridge table bridges facts with the GROUP_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which a resource belongs. Once created, resource group combinations are reused.

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
GROUP_COMBINATION_KEY	int	X	X		
GROUP_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	

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

GROUP_COMBINATION_KEY

The surrogate key that is used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that make up the group combination share the same GROUP_COMBINATION_KEY.

GROUP_KEY

The surrogate key that is used to join this table to the GROUP_ dimension, to identify one group among the groups that make up the resource group combination.

TENANT_KEY

The surrogate key that is used to join records in this table to a specific tenant in the TENANT dimension, to identify to which tenant the groups belong.

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

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_TYPE, STATE_TYPE_CODE, STATE_NAME, and STATE_NAME_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This resource state dimension contains possible agent states. The states have two levels of granularity: state type and state name. Each state type may include several state names, so that several agent states could be grouped by type. This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

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
RESOURCE_STATE_KEY	int	X	X		

Column	Data Type	P	M	F	DV
STATE_TYPE	nvarchar(64)				
STATE_TYPE_CODE	nvarchar(32)				
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

STATE_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral resource state. This field is set to one of the following values:

- Unknown
- Ready
- WorkingReady
- NotReady
- WorkingNotReady

This value can change with localization.

STATE_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the media-neutral resource state. This field is set to one of the following values:

- UNKNOWN
- READY
- WORKINGREADY
- NOTREADY
- WORKINGNOTREADY

This value does not change with localization.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state. This value can change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- Unknown
- Busy
- Ready
- NotReady
- AfterCallWork (voice only)
- LoggedOnOnly

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WaitForNextCall
- OffHook
- CallDialing
- CallRinging
- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown
- CallConsult
- CallInternal
- CallOutbound
- CallInbound

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state code. This value does not change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- UNKNOWN
- BUSY
- READY
- NOTREADY
- AFTERCALLWORK (voice only)
- LOGGEDONONLY

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WAITFORNEXTCALL
- OFFHOOK
- CALLDIALING
- CALLRINGING
- NOTREADYFORNEXTCALL
- AFTERCALLWORK
- CALLONHOLD
- CALLUNKNOWN
- CALLCONSULT

- CALLINTERNAL
- CALLOUTBOUND
- CALLINBOUND

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

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE_REASON

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REASON_TYPE, REASON_TYPE_CODE, HARDWARE_REASON, SOFTWARE_REASON_KEY, SOFTWARE_REASON_VALUE, WORKMODE, WORKMODE_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

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
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
REASON_TYPE	nvarchar(64)				
REASON_TYPE_CODE	nvarchar(32)				
HARDWARE_REASON	nvarchar(255)				
SOFTWARE_REASON_KEY	nvarchar(255)				
SOFTWARE_REASON_VALUE	nvarchar(255)				
WORKMODE	nvarchar(64)				
WORKMODE_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

RESOURCE_STATE_REASON_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

TENANT_KEY

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

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.

REASON_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the reason—either Hardware or Software. This value can change with localization.

REASON_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)

The reason type code—either HARDWARE or SOFTWARE. This value does not change with localization.

HARDWARE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The hardware reason.

SOFTWARE_REASON_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The key name with which the software reason was attached.

SOFTWARE_REASON_VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value with which the software reason was attached.

WORKMODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The work mode. This field is set to one of the following values:

- AgentWorkModeUnknown
- AgentManualIn
- AgentAutoIn
- AgentLegalGuard
- AgentAfterCallWork
- AgentAuxWork
- AgentWalkAway
- AgentReturnBack

This value can change with localization.

WORKMODE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in

single-language databases)
The work mode code. This field is set to one of the following values:

- AGENT_WORK_MODE_UNKNOWN
- AGENT_MANUAL_IN
- AGENT_AUTO_IN
- AGENT_LEGAL_GUARD
- AGENT_AFTER_CALL_WORK
- AGENT_AUX_WORK
- AGENT_WALK_AWAY
- AGENT_RETURN_BACK

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table ROUTING_TARGET

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: ROUTING_TARGET_TYPE, ROUTING_TARGET_TYPE_CODE, TARGET_OBJECT_SELECTED, AGENT_GROUP_NAME, PLACE_GROUP_NAME, SKILL_EXPRESSION); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by routing targets that are selected by the router. It enables aggregation, based on the number of times that the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the ROUTING_TARGET_TYPE column for a list of target types. A new row is issued for each distinct routing target that is encountered as attached data in the interaction source data.

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
ROUTING_TARGET_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ROUTING_TARGET_TYPE	nvarchar(64)				
ROUTING_TARGET_TYPE_CODE	nvarchar(64)				
TARGET_OBJECT_SELECTED	nvarchar(255)				
AGENT_GROUP_NAME	nvarchar(255)				
PLACE_GROUP_NAME	nvarchar(255)				
SKILL_EXPRESSION	nvarchar(255)				
PURGE_FLAG	numeric(1)				

ROUTING_TARGET_KEY

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

TENANT_KEY

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

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.

ROUTING_TARGET_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of routing target. This field is set to one of the following values:

- Unspecified
- Default
- Agent
- Place
- Agent Group
- Agent Group With Skill Expr

- Skill Expression
- Place Group
- Routing Point
- Queue
- Queue Group
- Regular DN
- Campaign Group
- Destination Label
- Workbin

This value can change with localization.

ROUTING_TARGET_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the routing target type. This field is set to one of the following values:

- UNSPECIFIED
- DEFAULT
- AGENT
- PLACE
- AGENT GROUP
- AGENT GROUP WITH SKILL EXPR
- SKILL EXPRESSION
- PLACE GROUP
- ROUTING POINT
- QUEUE
- QUEUE GROUP
- REGULAR DN
- CAMPAIGN GROUP
- DESTINATION LABEL
- WORKBIN

This value does not change with localization.

TARGET_OBJECT_SELECTED

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The object that is targeted by the Router.

AGENT_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The agent group that is targeted by the Router.

PLACE_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The place group that is targeted by the Router.

SKILL_EXPRESSION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The skill expression that is used in conjunction with the agent group that is targeted by the Router. The skill expression is formulated by the routing strategy.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.

Table SDR_ACTIVITIES_FACT

Description

Introduced: 8.5.007. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This fact table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity (for example, booking an airline ticket).

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
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
SDR_ACTIVITY_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_ACTIVITIES_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the activity started. 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.

SEQUENCE_ID

The unique identifier of the activity within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

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

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the activity ended.

SDR_ACTIVITY_KEY

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

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

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_ACTIVITIES_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_ACTIVITIES_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_ACTIVITY

Description

Introduced: 8.5.007. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (data type for the NAME column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the activities encountered during the application session. Each row describes one activity (for example, booking an airline ticket).

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
NAME	nvarchar(255)		X		

ID

The primary key of this table.

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.

NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the activity as defined in the Designer application.

Index List

CODE	U	C	Description
I_SDR_ACTIVITY	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_ACTIVITY

Field	Sort	Comment
NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_APPLICATION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the APPLICATION_* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of the Designer application that managed the session. Each row describes one application.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
APPLICATION_VERSION	nvarchar(50)		X		NO_VALUE
APPLICATION_TITLE	nvarchar(255)		X		NO_VALUE

Column	Data Type	P	M	F	DV
APPLICATION_ID	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

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.

APPLICATION_VERSION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The custom version of the Designer application to be used for reporting purposes. The optional custom version to display in reports is set in the application settings.

APPLICATION_TITLE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The custom name (or title) of the Designer application to be used for reporting purposes. The optional custom title to display in reports is set in the application settings.

APPLICATION_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The unique ID of the Designer application.

Index List

CODE	U	C	Description
I_SDR_APPLICATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_APPLICATION

Field	Sort	Comment
APPLICATION_VERSION	Ascending	
APPLICATION_TITLE	Ascending	
APPLICATION_ID	Ascending	

Subject Areas

No subject area information available.

Table SDR_BOTS_FACT

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.116.12 (STEPCOUNT added)

In partitioned databases, this table is partitioned.

This table describes voice bot and chat bot activity during interaction flows orchestrated by applications developed with Genesys Designer.

Each row in this table records a bot session, which represents a single conversation between a customer and the bot service that was invoked by the Bot block in the Designer application, while the interaction was being processed by the application. A session starts when the Bot block receives voice or chat input from the customer and ends when Designer either moves to an intent block or to an Error Handler block. There might be multiple bot sessions within a single Session Detail Record (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	
UPDATE_AUDIT_KEY	numeric(19)			X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		
END_DATE_TIME_KEY	int		X	X	
INTERACTION_ID	varchar(50)/nvarchar(50)		X	X	
DURATION_MS	numeric(19)		X		0
LAST_INTENT_SEQUENCE_ID	int		X		-2
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
MEDIA_TYPE_KEY	int		X	X	-2
BOT_ATTRIBUTES_KEY	int		X		-2
BOT_INTENT_KEY	int		X		-2
BOT_MILESTONE_KEY	int		X		-2
STEPCOUNT	int				

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.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the SDR session by Orchestration Server. In combination with SEQUENCE_ID and the START_DATE_TIME_KEY, the SESSION_ID forms the value of the composite primary key for this table. You can use the SESSION_ID and the START_DATE_TIME_KEY to link the SDR_BOTS_FACT record with an SDR_SESSION_FACT record.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session started. 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 SESSION_ID and SEQUENCE_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as in partitioned databases.

SEQUENCE_ID

The unique identifier of the Bot block sequence within the SDR. In combination with SESSION_ID and the START_DATE_TIME_KEY, the SEQUENCE_ID forms the value of the composite primary key for this table.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session 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 END_TS timestamp to an appropriate time zone.

INTERACTION_ID

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

SDR_BOTS_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID

DURATION_MS

The duration of the bot session, in milliseconds.

LAST_INTENT_SEQUENCE_ID

Identifies the SEQUENCE_ID of the bot session associated with the last intent recognized during the SDR session. If the LAST_INTENT_SEQUENCE_ID is the same as the SEQUENCE_ID of the record, the bot session was the session in which the last intent was detected.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session ended.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. Bot sessions can be voice or chat.

BOT_ATTRIBUTES_KEY

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

BOT_INTENT_KEY

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

BOT_MILESTONE_KEY

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

STEPCOUNT

Introduced: Release 8.5.116.12
The number of requests sent to the Digital Channels application as part of this one bot invocation.

Index List

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

Index I_SDR_BOTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_CALL_DISPOSITION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the FINAL_DISPOSITION column modified in single-language databases and for the DISPOSITION_TYPE and DISPOSITION_CATEGORY columns in single- and multi-language databases); 8.5.007 (FINAL_DISPOSITION column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the disposition, which represents the status of the interaction at the time it exited the call flow. Each row describes one possible disposition, such as whether the interaction was routed to an agent or the caller hung up.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
DISPOSITION_TYPE	nvarchar(255)		X		NO_VALUE
DISPOSITION_CATEGORY	nvarchar(255)		X		NO_VALUE
FINAL_DISPOSITION	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

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.

DISPOSITION_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The disposition, or status, assigned to a call when the caller exited the call flow. Possible values are:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

For more information about the disposition types and what they represent, see the Designer Summary Dashboard.

DISPOSITION_CATEGORY

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Custom disposition category that an application may specify, to help categorize user-specific outcomes of application. The values depend on the application. Below are examples of the values that an application might provide:

- Transfer
- Abandoned
- Self Helped
- Deflection
- Missing

FINAL_DISPOSITION

Introduced: Release 8.5.007
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The disposition, or status, assigned to a call at the time it exited the call flow, such as whether it was routed to an agent, terminated due to it being a special day or outside of regular business hours, or the caller hung up. One of the following values:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

Index List

CODE	U	C	Description
I_SDR_CALL_DISPOSITION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CALL_DISPOSITION

Field	Sort	Comment
DISPOSITION_TYPE	Ascending	
DISPOSITION_CATEGORY	Ascending	
FINAL_DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table SDR_CALL_TYPE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the CALL_TYPE and MEDIA_TYPE columns modified in single-language databases); 8.5.008 (MEDIA_TYPE column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the call type.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CALL_TYPE	nvarchar(255)		X		NO_VALUE
MEDIA_TYPE	nvarchar(50)		X		voice

ID

The primary key of this table.

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.

CALL_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of the call, as specified by the application that processed the call.

MEDIA_TYPE

Introduced: Release 8.5.008
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The media type of the interaction. One of the following values:

- voice
- chat
- msgbased

Index List

CODE	U	C	Description
I_SDR_CALL_TYPE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CALL_TYPE

Field	Sort	Comment
CALL_TYPE	Ascending	
MEDIA_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_CUST_ATRIBUTES_FACT

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the attribute values that applications attach to SDR for reporting purposes. A new row is added for each attribute that is attached (for example, DNIS of the destination phone number). A row is updated when a new value is reported for an existing attribute.

Important

The SDR attributes are different from UserEvent (attached) data.

Note that the word "attribute" is misspelled in the database table name.

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		
START_DATE_TIME_KEY	int	X	X	X	
ATRIBUTE_VALUE	varchar(1024)/nvarchar(1024)		X		
SDR_CUST_ATRIBUTES_KEY	int	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 of the session assigned by Orchestration Server. This is the primary key of this table. You can use the SESSION_ID to link the SDR_CUST_ATRIBUTES_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the activity started. 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.

ATRIBUTE_VALUE

The value(s) of the attribute, as provided by the application.

SDR_CUST_ATRIBUTES_KEY

The surrogate key that is used to join the SDR_CUST_ATRIBUTES 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_CUST_ATRIBUTES_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_CUST_ATRIBUTES_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_CUST_ATRIBUTES

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for ATRIBUTE_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the attributes that applications attach to SDR for reporting purposes. The attributes are specified in the `attributeslist` field in the SDR (see the SDR Fields Reference in the Designer documentation).

Note that the word "attribute" is misspelled in the database table name.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
ATRIBUTE_NAME	nvarchar(50)		X		

ID

The primary key of this table.

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.

ATRIBUTE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the attribute attached by the application.

Index List

CODE	U	C	Description
I_SDR_CUST_ATRIBUTES	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CUST_ATRIBUTES

Field	Sort	Comment
ATRIBUTE_NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_ENTRY_POINT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for DNIS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on how the interaction entered the contact center. Each row describes one DNIS.

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
ID	int	X	X		
DNIS	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

DNIS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The destination phone number dialed by the customer.

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.

Index List

CODE	U	C	Description
I_SDR_ENTRY_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_ENTRY_POINT

Field	Sort	Comment
DNIS	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXIT_POINT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for APPLICATION_EXIT_POINT modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the point at which the self-service phase completed and the VoiceXML application exited.

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
ID	int	X	X		
APPLICATION_EXIT_POINT	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

APPLICATION_EXIT_POINT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The point reached in the Designer application when the self-service phase completed and the application exited.

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.

Index List

CODE	U	C	Description
I_SDR_EXIT_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXIT_POINT

Field	Sort	Comment
APPLICATION_EXIT_POINT	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_HTTP_REST

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for URL modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the URLs used by the application for calls to external RESTful services. Each row describes one URL.

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
ID	int	X	X		
URL	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

URL

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases); 8.5.008.29 (behavior changed)
The URL invoked for the external HTTP request. In releases earlier than 8.5.008.29, Genesys Info Mart stores the full URL actually invoked for the request (scheme://host[:port][/path][?query][#fragment]). Starting with release 8.5.008.29, the high-cardinality portions of the URL that follow the first forward slash—specifically, the path, query, and fragment—are not stored, so that URL values fit within the limits of low-cardinality dimension tables.

For example, in release 8.5.008.29 and later, the following request:

```
http://some.web.service.com:3072/urs/
call/@0130847BHCCH71SVKAUJ62LAES001BA8/func
```

is stored as:

```
http://some.web.service.com:3072
```

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.

Index List

CODE	U	C	Description
I_SDR_EXT_HTTP_REST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_HTTP_REST

Field	Sort	Comment
URL	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REQUEST_NAME, REQUEST_TYPE, METHOD)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of requests the application made for external services.

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
ID	int	X	X		
REQUEST_NAME	nvarchar(255)		X		NO_VALUE
REQUEST_TYPE	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

REQUEST_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the external service requested by the application.

REQUEST_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of HTTP request. Possible values are:

- httpfetch
- customservice

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST_FACT

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

Each row in this table describes a particular invocation of an external service, starting when the request was made and ending with the outcome of the service.

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		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
DURATION_MS	numeric(19)		X		0
SDR_EXT_REQUEST_TYPE_KEY	int		X	X	-2
SDR_EXT_HTTP_REQUEST_KEY	int		X	X	-2
SDR_EXT_REQUEST_OUTCOME_KEY	int		X	X	-2
SDR_EXT_SERVICE_OUTCOME_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		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 ORS session ID. You can use the SESSION_ID to link the SDR_EXT_REQUEST_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

SEQUENCE_ID

The unique identifier of the external request block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the request for an external service was submitted.

DURATION_MS

The duration, in milliseconds, of the external service.

SDR_EXT_REQUEST_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST dimension, to identify the external request.

SDR_EXT_HTTP_REST_KEY

The surrogate key that is used to join this table to the SDR_EXT_HTTP_REST dimension, to identify the external request.

SDR_EXT_REQUEST_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST_OUTCOME dimension, to identify the outcome of the external request.

SDR_EXT_SERVICE_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_SERVICE_OUTCOME dimension, to identify the outcome of the external service.

SDR_APPLICATION_KEY

The surrogate key that is used to join this table to the SDR_APPLICATION dimension, to identify the Designer application that managed the session.

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_EXT_REQUEST_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_EXT_REQUEST_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST_OUTCOME

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SUCCESS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of requests the application made for external services.

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
ID	int	X	X		
RESPONSE_CODE	int		X		-1
SUCCESS	nvarchar(10)		X		False
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

RESPONSE_CODE

The HTTP response status code.

SUCCESS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether the request completed successfully: True or False.

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.

Index List

CODE	U	C	Description
I_SDR_EXT_REQUEST_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_REQUEST_OUTCOME

Field	Sort	Comment
RESPONSE_CODE	Ascending	
SUCCESS	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_SERVICE_OUTCOME

Description

Introduced: 8.5.004. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SERVICE_NAME and SERVICE_RESPONSE_DESC modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of a custom service or an HTTP REST request, if one has been requested for the call.

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
ID	int	X	X		
SERVICE_NAME	nvarchar(255)		X		NO_VALUE
SERVICE_RESPONSE_CODE	int		X		-1
SERVICE_RESPONSE_DESC	nvarchar(512)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SERVICE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The name of the custom service.

SERVICE_RESPONSE_CODE

The service-specific code as returned from the custom service.

SERVICE_RESPONSE_DESC

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The service-specific description as returned from the custom 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.

Index List

CODE	U	C	Description
I_SDR_EXT_SERVICE_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_SERVICE_OUTCOME

Field	Sort	Comment
SERVICE_NAME	Ascending	
SERVICE_RESPONSE_CODE	Ascending	
SERVICE_RESPONSE_DESC	Ascending	

Subject Areas

No subject area information available.

Table SDR_GEO_LOCATION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for COUNTRY_CODE modified in single-language databases and for COUNTRY_NAME, REGION, and TIMEZONE modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the geographical location of the caller.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
COUNTRY_CODE	nvarchar(50)		X		NO_VALUE
COUNTRY_NAME	nvarchar(170)		X		NO_VALUE
REGION	nvarchar(170)		X		NO_VALUE
TIMEZONE	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

COUNTRY_CODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The code for the country in which the caller is located.

COUNTRY_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The name of the country in which the caller is located.

REGION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The region in which the caller is located.

TIMEZONE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The time zone in which the caller is located.

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.

Index List

CODE	U	C	Description
I_SDR_GEO_LOCATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_GEO_LOCATION

Field	Sort	Comment
COUNTRY_CODE	Ascending	
COUNTRY_NAME	Ascending	
REGION	Ascending	
TIMEZONE	Ascending	

Subject Areas

No subject area information available.

Table SDR_INPUT

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for INPUT_NAME and INPUT_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the input block that provided menu-driven or user input to the application.

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
ID	int	X	X		
INPUT_NAME	nvarchar(255)		X		NO_VALUE
INPUT_TYPE	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

INPUT_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the input block in the application.

INPUT_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of input block. Possible values are:

- menu
- userinput

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.

Index List

CODE	U	C	Description
I_SDR_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_INPUT

Field	Sort	Comment
INPUT_NAME	Ascending	
INPUT_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_INPUT_OUTCOME

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SELECTED_OPTION, STRIKEOUT, SUCCESS)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of the caller's voice or DTMF input, such as whether a particular menu selection succeeded and the number of input attempts for a particular menu selection that were not received or matched.

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
ID	int	X	X		
SELECTED_OPTION	nvarchar(255)		X		NO_VALUE
NO_INPUT_COUNT	int		X		0
NO_MATCH_COUNT	int		X		0

Column	Data Type	P	M	F	DV
STRIKEOUT	nvarchar(10)		X		False
SUCCESS	nvarchar(10)		X		True
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SELECTED_OPTION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the menu option block that the caller selected in the menu during self-service — for example, *Billing*.

NO_INPUT_COUNT

The total count of instances when the caller's input was not heard or received.

NO_MATCH_COUNT

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

STRIKEOUT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether the maximum number of retries was hit: True or False.

SUCCESS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether a match occurred between the caller's input and a menu option: True or False.

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.

Index List

CODE	U	C	Description
I_SDR_INPUT_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_INPUT_OUTCOME

Field	Sort	Comment
SELECTED_OPTION	Ascending	
NO_INPUT_COUNT	Ascending	
NO_MATCH_COUNT	Ascending	
STRIKEOUT	Ascending	
SUCCESS	Ascending	

Subject Areas

No subject area information available.

Table SDR_LANGUAGE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for LANGUAGE_CODE and LANGUAGE_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the language in which the call was conducted. Each row describes one language.

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
ID	int	X	X		
LANGUAGE_CODE	nvarchar(50)		X		NO_VALUE
LANGUAGE_NAME	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

LANGUAGE_CODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The language code that identifies the language, as defined in the application.

LANGUAGE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the language identified by the LANGUAGE_CODE, as defined in the application.

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.

Index List

CODE	U	C	Description
I_SDR_LANGUAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_LANGUAGE

Field	Sort	Comment
LANGUAGE_CODE	Ascending	
LANGUAGE_NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_MESSAGE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for MESSAGE_FILE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the prompt messages that were used during self-service. Each row in the table describes one message file.

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
ID	int	X	X		
MESSAGE_FILE	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

MESSAGE_FILE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the file that was used to play a prompt message, as specified by the application.

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.

Index List

CODE	U	C	Description
I_SDR_MESSAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_MESSAGE

Field	Sort	Comment
MESSAGE_FILE	Ascending	

Subject Areas

No subject area information available.

Table SDR_MILESTONE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for MILESTONE and MILESTONE_PATH modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on milestones that the user reached during the call. Each row describes a combination of milestones that are defined in the Application.

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
ID	int	X	X		
MILESTONE	nvarchar(255)		X		NO_VALUE
MILESTONE_PATH	nvarchar(512)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

MILESTONE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Indicates the milestone that the caller passed, including the last milestone.

MILESTONE_PATH

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Indicates the paths taken by callers as they move through the application flows.

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.

Index List

CODE	U	C	Description
I_SDR_MILESTONE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_MILESTONE

Field	Sort	Comment
MILESTONE	Ascending	
MILESTONE_PATH	Ascending	

Subject Areas

No subject area information available.

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)/nvarchar(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	int	X	X	X	
END_DATE_TIME_KEY	int		X	X	
INPUT_COUNT	int		X		0
MENU_COUNT	int		X		0
DTMF_PATH	varchar(255)		X		NO_VALUE
SDR_ENTRY_POINT_KEY	int		X	X	-2
SDR_EXIT_POINT_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
SDR_GEO_LOCATION_KEY	int		X	X	-2
SDR_LANGUAGE_KEY	int		X	X	-2
STRIKEOUT_SDR_MILESTONE_KEY	int		X	X	-2
BAILOUT_SDR_MILESTONE_KEY	int		X	X	-2
DEFLECTION_SDR_MILESTONE_KEY	int		X	X	-2
FINAL_SDR_MILESTONE_KEY	int		X	X	-2
SELF_HELPED_SDR_MILESTONE_KEY	int		X	X	-2
DEFLECTION_SDR_MESSAGE_KEY	int		X	X	-2
SDR_CALL_DISPOSITION_KEY	int		X	X	-2
SDR_CALL_TYPE_KEY	int		X	X	-2
SDR_SURVEY_SCORES_KEY	int		X	X	-2
SDR_SURVEY_I1_KEY	int		X	X	-2
SDR_SURVEY_I2_KEY	int		X	X	-2
SDR_SURVEY_S1_KEY	int		X	X	-2
SDR_SURVEY_S2_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_I1_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_I2_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_S1_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_S2_KEY	int		X	X	-2
SDR_SURVEY_STATUS_KEY	int		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.

Table SDR_SURVEY_ANSWERS

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SURVEY_ANSWER_STR modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on answers to survey questions.

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
ID	int	X	X		
SURVEY_ANSWER_INT	int		X		-1
SURVEY_ANSWER_STR	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SURVEY_ANSWER_INT

The integer response.

SURVEY_ANSWER_STR

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The verbal (string) response.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_ANSWERS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_SURVEY_ANSWERS

Field	Sort	Comment
SURVEY_ANSWER_INT	Ascending	
SURVEY_ANSWER_STR	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_FACT

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (data type for SESSION_ID and INTERACTION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes a post-call survey event, including the question asked and the response received. The facts are based on data passed from Designer applications. Rows are inserted after the survey is completed and are not updated. If the customer rejects the survey offer, no row is created. The INTERACTION_ID links the SDR_SURVEY_FACT record with the related INTERACTION_FACT record.

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
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	

Column	Data Type	P	M	F	DV
SEQUENCE_ID	int	X	X		
START_TS_MS	numeric(19)		X		
INTERACTION_ID	varchar(50)		X	X	
SDR_SURVEY_QUESTIONS_KEY	int		X	X	-2
SDR_SURVEY_ANSWERS_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID and the START_DATE_TIME_KEY, the SESSION_ID forms the value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_SURVEY_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension. In combination with SESSION_ID and SEQUENCE_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table.

SEQUENCE_ID

The unique identifier of the activity within the SDR. In combination with SESSION_ID and the START_DATE_TIME_KEY, the SEQUENCE_ID forms the value of the composite primary key for this table.

START_TS_MS

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

INTERACTION_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_SURVEY_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

```
SDR_SURVEY_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID
```

SDR_SURVEY_QUESTIONS_KEY

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

SDR_SURVEY_ANSWERS_KEY

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

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

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_SURVEY_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_SURVEY_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_I1

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ1-IQ5. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IQ1	int		X		-1
IQ2	int		X		-1
IQ3	int		X		-1

Column	Data Type	P	M	F	DV
IQ4	int		X		-1
IQ5	int		X		-1

ID

The primary key of this table.

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.

IQ1

Based on KVP: survey_iQ1

The answer from the caller to Integer-response question 1.

IQ2

Based on KVP: survey_iQ2

The answer from the caller to Integer-response question 2.

IQ3

Based on KVP: survey_iQ3

The answer from the caller to Integer-response question 3.

IQ4

Based on KVP: survey_iQ4

The answer from the caller to Integer-response question 4.

IQ5

Based on KVP: survey_iQ5

The answer from the caller to Integer-response question 5.

Index List

CODE	U	C	Description
I_SDR_SURVEY_I1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_I2

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ6-IQ10. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IQ6	int		X		-1
IQ7	int		X		-1
IQ8	int		X		-1

Column	Data Type	P	M	F	DV
IQ9	int		X		-1
IQ10	int		X		-1

ID

The primary key of this table.

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.

IQ6

The answer from the caller to Integer-response question 6

IQ7

The answer from the caller to Integer-response question 7.

IQ8

The answer from the caller to Integer-response question 8.

IQ9

Based on KVP: survey_i09

The answer from the caller to Integer-response question 9.

IQ10

Based on KVP: survey_i10

The answer from the caller to Integer-response question 10.

Index List

CODE	U	C	Description
I_SDR_SURVEY_I2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for QUESTION modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions.

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
ID	int	X	X		
QUESTION	nvarchar(255)		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

QUESTION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The survey question that was asked. Data received with an empty question is treated as invalid and discarded.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_SURVEY_QUESTIONS

Field	Sort	Comment
QUESTION	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_I1

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the IQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ1-IQ5. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
IQ1	nvarchar(170)		X		NO_VALUE
IQ2	nvarchar(170)		X		NO_VALUE
IQ3	nvarchar(170)		X		NO_VALUE
IQ4	nvarchar(170)		X		NO_VALUE
IQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

IQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ1

Integer-response question 1.

IQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ2

Integer-response question 2.

IQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ3

Integer-response question 3.

IQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ4

Integer-response question 4.

IQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ5

Integer-response question 5.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_I2

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the IQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ6-IQ10. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
IQ6	nvarchar(170)		X		NO_VALUE
IQ7	nvarchar(170)		X		NO_VALUE
IQ8	nvarchar(170)		X		NO_VALUE
IQ9	nvarchar(170)		X		NO_VALUE
IQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

IQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ6

Integer-response question 6.

IQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ7

Integer-response question 7.

IQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ8

Integer-response question 8.

IQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Integer-response question 9.

IQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Integer-response question 10.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_S1

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ1-SQ5. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
SQ1	nvarchar(170)		X		NO_VALUE
SQ2	nvarchar(170)		X		NO_VALUE
SQ3	nvarchar(170)		X		NO_VALUE
SQ4	nvarchar(170)		X		NO_VALUE
SQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

String-response question 1.

SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

String-response question 2.

SQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ3

String-response question 3.

SQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ4

String-response question 4.

SQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ5

String-response question 5.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S1			Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_S2

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ6-SQ10. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
SQ6	nvarchar(170)		X		NO_VALUE
SQ7	nvarchar(170)		X		NO_VALUE
SQ8	nvarchar(170)		X		NO_VALUE
SQ9	nvarchar(170)		X		NO_VALUE
SQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ6

String-response question 6.

SQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ7

String-response question 7.

SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ8

String-response question 8.

SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

String-response question 9.

SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
String-response question 10.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_S1

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ1-SQ5. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
SQ1	nvarchar(170)		X		NO_VALUE
SQ2	nvarchar(170)		X		NO_VALUE
SQ3	nvarchar(170)		X		NO_VALUE
SQ4	nvarchar(170)		X		NO_VALUE
SQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

The answer from the caller to string-response question 1.

SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

The answer from the caller to string-response question 2.

SQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ3

The answer from the caller to string-response question 3.

SQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ4

The answer from the caller to string-response question 4.

SQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ5

The answer from the caller to string-response question 5.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_S1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_S2

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ6-SQ10. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
SQ6	nvarchar(170)		X		NO_VALUE
SQ7	nvarchar(170)		X		NO_VALUE
SQ8	nvarchar(170)		X		NO_VALUE
SQ9	nvarchar(170)		X		NO_VALUE
SQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ6

The answer from the caller to string-response question 6.

SQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ7

The answer from the caller to string-response question 7.

SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ8

The answer from the caller to string-response question 8.

SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

The answer from the caller to string-response question 9.

SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The answer from the caller to string-response question 10.

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_S2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_STATUS

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: COMPLETE, RECORDING, OFFER); 8.5.008 (RECORDING column deprecated); 8.5.007 (OFFER column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on survey status--that is, whether a survey was offered, accepted, rejected, recorded, or completed.

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
ID	int	X	X		
COMPLETE	nvarchar(10)		X		NO_VALUE
RECORDING *Discontinued	nvarchar(10)		X		NO_VALUE

Column	Data Type	P	M	F	DV
in release 8.5.008					
OFFER	nvarchar(20)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

COMPLETE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_sComplete

Indicates whether a survey was completed. (TRUE = completed)

RECORDING

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Discontinued: Release 8.5.008

Based on KVP: survey_sRecording

Deprecated.

OFFER

Introduced: Release 8.5.007
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether a survey was offered, and whether the offer was accepted or rejected. Possible values are:

- *none* – survey was not offered
- *accepted* – survey was accepted
- *rejected* – survey was rejected

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.

Index List

CODE	U	C	Description
I_SDR_SURVEY_STATUS	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_STATUS

Field	Sort	Comment
COMPLETE	Ascending	
RECORDING	Ascending	
OFFER	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_SCORES

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the scores that survey respondents provided, indicating the respondent's satisfaction with the agent, call, product, and company, as well as a recommendation score, which is used to calculate Net Promoter Score (NPS).

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
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IAGENTSCORE	int		X		-1
ICOMPANYSCORE	int		X		-1

Column	Data Type	P	M	F	DV
ICALLSCORE	int		X		-1
IPRODUCTSCORE	int		X		-1
IRECOMMEDSCORE	int		X		-1

ID

The primary key of this table.

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.

IAGENTSCORE

Based on KVP: survey_iAgentScore

The user satisfaction score for the agent.

ICOMPANYSCORE

Based on KVP: survey_iCompanyScore

The user satisfaction score for the company.

ICALLSCORE

Based on KVP: survey_iCallScore

The overall user satisfaction score for the call.

IPRODUCTSCORE

Based on KVP: survey_iProductScore

The overall user satisfaction score for the product.

IRECOMMEDSCORE

Based on KVP: survey_iRecommendScore

The user's rating score (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS). Note that the word "recommend" is misspelled in the column name.

Index List

CODE	U	C	Description
I_SDR_SURVEY_SCORES	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_SCORES

Field	Sort	Comment
IAGENTSCORE	Ascending	
ICOMPANYSCORE	Ascending	
ICALLSCORE	Ascending	
IPRODUCTSCORE	Ascending	
IRECOMMEDSCORE	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_TRANSCRIPT_FACT

Description

Introduced: 8.5.005.20. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This table captures transcriptions of voice messages left by survey respondents.

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
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
TRANSCRIPTION_TS_MS	numeric(19)		X		
TRANSCRIPTION	varchar(4000)/nvarchar(4000)				

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. You can use the SESSION_ID to link the SDR_SURVEY_TRANSCRIPT_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

TRANSCRIPTION_TS_MS

The time stamp when the transcription was produced.

TRANSCRIPTION

The transcription of a voice message left by a survey respondent.

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

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_SRV_TRANSCRIPT_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_SRV_TRANSCRIPT_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_INPUT

Description

Introduced: 8.5.004.09
Modified: 8.5.010 (in Microsoft SQL Server, data type for USER_INPUT_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the type of user input the Application received — voice or DTMF.

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
ID	int	X	X		
USER_INPUT_TYPE	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

USER_INPUT_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The manner in which the user provided input. Possible values are:

- voice
- DTMF

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.

Index List

CODE	U	C	Description
I_SDR_USER_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_USER_INPUT

Field	Sort	Comment
USER_INPUT_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_INPUTS_FACT

Description

Introduced: 8.5.004.09
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for UTTERANCE and INTERPRETATION modified in multi-language databases); 8.5.008 (data type for UTTERANCE and INTERPRETATION increased from 50 to 512 characters)

In partitioned databases, this table is partitioned.

This fact table provides a record of user input activity within an SDR session. A new row is added for every user input during the 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
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)				
DURATION_MS	numeric(19)		X		0
UTTERANCE	varchar(512)/nvarchar(512)		X		NO_VALUE
INTERPRETATION	varchar(512)/nvarchar(512)		X		NO_VALUE
CONFIDENCE	varchar(50)/nvarchar(50)		X		1
CONDITIONAL_OPTIONS	varchar(50)/nvarchar(50)		X		n/a
SDR_INPUT_KEY	int		X	X	-2
SDR_USER_INPUT_KEY	int		X	X	-2
SDR_INPUT_OUTCOME_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_USER_INPUTS_FACT record with an SDR_SESSION_FACT.

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.

SEQUENCE_ID

The unique identifier of the input block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

Modified: 8.5.008 (no longer mandatory)
The UTC-equivalent value, in milliseconds, of the date and time at which the user input started.

DURATION_MS

The duration, in milliseconds, of the activity within the user input block.

UTTERANCE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The actual user input that was captured.

- For voice input processed by Automatic Speech Recognition (ASR), the actual phrase the caller uttered — for example, *Billing*.
- For DTMF input, the digit the caller pressed — for example, *2*.

INTERPRETATION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The application-defined string or DTMF value of the selected option represented by UTTERANCE.

CONFIDENCE

On a scale of 0 to 1, the degree of confidence in the accuracy of the interpretation of the user input.

CONDITIONAL_OPTIONS

A string representing the valid DTMF when conditional options are enabled. The default value (n) indicates that conditional options are not enabled. This value can vary from call to call for the same application.

SDR_INPUT_KEY

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

SDR_USER_INPUT_KEY

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

SDR_INPUT_OUTCOME_KEY

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

SDR_APPLICATION_KEY

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

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

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_USER_INPUTS_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_USER_INPUTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_MILESTONE_FACT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the milestones that the user encountered while the call was being processed by the Application. A new row is added for each milestone.

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		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
SDR_MILESTONE_KEY	int		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. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_USER_MILESTONE_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the milestone was reached. 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.

SEQUENCE_ID

The unique identifier of the milestone within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the milestone was reached.

SDR_MILESTONE_KEY

The surrogate key that is used to join the SDR_MILESTONE 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_USER_MILESTONE_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_USER_MILESTONE_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SM_MEDIA_NEUTRAL_STATE_FACT

Description

Introduced: 8.5.002
Modified: 8.5.116.26 (UPDATE_AUDIT_KEY and ACTIVE_FLAG added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.013.06 (END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY added); 8.5.003 (CREATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource across all media. Using media-specific SM_RES_STATE_FACT data as the source, the media-neutral state is the highest-priority state in effect for any of the agent's media for which Genesys Info Mart has been configured to populate summarized states (in other words, the applicable **populate-sm-*-resource-activity** options are set to true). The priority is determined by the **sm-resource-state-priority** option.

A new row is inserted whenever there is the possibility that a new media-neutral summarized state was entered, such as when a summarized state begins in any media session for the resource, or when a summarized session for the resource ends. In these situations, the previous media-neutral state is ended, the winning state is re-evaluated, and the new highest-priority state (which may be the same as the previous one) is recorded. Therefore, there might be multiple sequential rows with the same state for the agent. A media-neutral state is also ended if it is still active at the end of an ETL cycle, and the winning state is re-evaluated at the beginning of the next ETL cycle. The rows are not updated.

The SM_MEDIA_NEUTRAL_STATE_FACT table does not record subsecond states, so there will never be more than one media-neutral state for an agent in the same second.

The SM_MEDIA_NEUTRAL_STATE_FACT table is populated up to the point where summarized state data is available for activity from both voice and multimedia data sources. Because evaluation of the highest media-neutral state can occur only after the media-specific summarized states have been transformed, population of the SM_MEDIA_NEUTRAL_STATE_FACT table is commonly one ETL cycle behind the SM_RES_STATE_FACT table.

If the extraction high-water marks (HWMs) of the voice and multimedia data domains differ, Genesys Info Mart will wait for summarized state data from the lagging data domain. The waiting period depends on the configured **extract-data-stuck-threshold** option value. Once the waiting period is over, Genesys Info Mart begins to populate the table based on available media-specific data.

The STUCK_FLAG indicates whether the highest-priority media-neutral state was determined based on data from only one of the data domains (voice or multimedia) — for example, because one of the

data domains was lagging significantly behind the other, or because there is only one data domain in the deployment.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. The start time is also stored as a DATE_TIME dimension reference.

> ### 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
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int			X	
RESOURCE_KEY	int	X	X	X	
RESOURCE_STATE_KEY	int	X	X	X	
RESOURCE_GROUP_COMBINATION_KEY	int			X	
TENANT_KEY	int		X	X	
START_TS	int	X	X		
END_TS	int				
STUCK_FLAG	numeric(1)				0
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
PRODUCER_BATCH_ID	numeric(19)				
UPDATE_AUDIT_KEY	numeric(19)				
ACTIVE_FLAG	numeric(1)				

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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

Introduced: Release 8.5.013.06
Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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 END_TS timestamp to an appropriate time zone.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

RESOURCE_GROUP_COMBINATION_KEY

Introduced: Release 8.5.013.06
The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension, to identify the groups in which the agent was a member at the start of the media-specific state from which the media-neutral state was summarized.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs..

START_TS

The UTC-equivalent value of the date and time at which the resource state began. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the START_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

END_TS

The UTC-equivalent value of the date and time at which the resource state ended. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the

END_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

STUCK_FLAG

Indicates whether the determination of the highest-priority state was made without input from one of the data domains: 0 = No, 1 = Yes.

CREATE_AUDIT_KEY

Introduced: Release 8.5.003
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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.116.26
Reserved for future use.

ACTIVE_FLAG

Introduced: Release 8.5.116.26
Reserved for future use.

Index List

No indexes are defined.

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.

Table SM_RES_SESSION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (AGENT_LOCATION_KEY added)

In partitioned databases, this table is partitioned.

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs and Places that are associated with an agent, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs, Places and/or queues to which the agent resource logs in. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs out of all voice DNs and queues. For multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Both active and completed sessions are populated.

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
SM_RES_SESSION_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
AGENT_LOCATION_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_SESSION_FACT_KEY

This key determines the login session sequence in the scenario when more than one session occurs within a period of one second for the same agent on the same media.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session 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 summarized resource session 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 END_TS timestamp to an appropriate

time zone.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify a specific media type.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the login session.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups in which the agent was a member when the summarized session began.

START_TS

The UTC-equivalent value of the date and time at which the summarized resource session began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs. If the session is not complete, the duration is calculated from the beginning time of the session until the last extraction.

LEAD_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource session, which is measured from the start of the resource session to the end of the first interval.

TRAIL_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource session, which is measured from the start of the last interval to the end of the resource session.

ACTIVE_FLAG

Indicates whether the resource session is active (not finished): 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

AGENT_LOCATION_KEY

Introduced: Release 8.5.014.19
The surrogate key that is used to join this table to the AGENT_LOCATION dimension, to indicate the agent's specific location for the summarized resource session, by agent and media type.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_SM_RS_SSSN_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.

Table SM_RES_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state.

A summary state represents the contiguous duration that an agent resource is logged in with a particular state for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged in, based on the configured state priority list. For multimedia, there are no DNs, so that the summarized state represents the state of the agent, relative to the media type. Both active and completed resource states are written to this table.

Do Not Disturb is optionally factored into summary states, based on the configuration of the underlying Switch object.

The start and end dates and times for both voice and multimedia agent states are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

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
SM_RES_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SM_RES_SESSION_FACT_SDT_KEY	int			X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
START_TS	int				
END_TS	int				
START_MSEC	numeric(19)				
END_MSEC	numeric(19)				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_STATE_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state sequence in the scenario when more than one state occur within a period of one second for the same agent on the same media.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state 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 resource state 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 END_TS timestamp to an appropriate time zone.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

MEDIA_TYPE_KEY

The surrogate key that is used to join records in this table to a specific media type in the MEDIA_TYPE dimension.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups in which the agent was a member when the resource state began. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records associated with a discarded group combination.

PRIMARY_MEDIA_RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the agent's DN that first transitioned into this summary state. For multimedia, this field references the default "No Resource" (-2) dimension value. For deployments in which agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state. It is primarily intended for data-lineage purposes.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

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.

SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state of the resource with the summarized login session.

START_TS

The UTC-equivalent value of the date and time at which the resource state began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

START_MSEC

The value of the START_TS field provided with millisecond precision.

END_MSEC

The value of the END_TS field provided with millisecond precision.

TOTAL_DURATION

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes. For completed states, this value is 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_RSSF_SDT			Improves access time,

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

Index I_RSSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_RSSF_RMESSSR

Field	Sort	Comment
RESOURCE_KEY	Ascending	
MEDIA_TYPE_KEY	Ascending	
END_MSEC	Ascending	
START_MSEC	Ascending	
START_DATE_TIME_KEY	Ascending	
SM_RES_STATE_FACT_KEY	Ascending	
RESOURCE_STATE_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.

Table SM_RES_STATE_REASON_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row describes a summarized agent resource state reason and work mode reason, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is logged in with a particular state reason, for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. Both active and completed state reasons are taken into consideration. Do Not Disturb is optionally factored into summary state reasons, based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a resource state, the winning summary state reason is the reason that is associated with the state that has the highest priority.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

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
SM_RES_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
SM_RES_SESSION_FACT_SDT_KEY	int			X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
SM_RES_STATE_FACT_SDT_KEY	int			X	
SM_RES_STATE_FACT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_STATE_REASON_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state reason sequence in the scenario when more than one reason occur within a period of one second for the same agent on the same media.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

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.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason 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 resource state reason 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 END_TS timestamp to an appropriate time zone.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific state that is associated with this reason.

RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE_REASON dimension, to identify the hardware or software reason and work mode that are associated with this summarized state reason.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type of this state reason.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify the agent that is associated with this state reason.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups to which the agent was a member when the resource state reason began.

SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_ SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state reason of the resource with the summarized login session.

SM_RES_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, SM_RES_STATE_FACT_SDT_KEY in combination with SM_RES_ STATE_FACT_KEY forms a value of the composite primary key for the SM_RES_STATE_FACT table.

SM_RES_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join records in this table to the SM_RES_STATE_FACT dimension table, to associate the summarized state reason of the resource with the summarized state.

START_TS

The UTC-equivalent value of the date and time at which the resource state reason began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the

UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state for the prescribed reason, irrespective of the interval(s) in which the state-reason combination may endure.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource reason state.

ACTIVE_FLAG

Indicates whether the resource state reason is currently active: 0 = No, 1 = Yes. For completed state reasons, this value is 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_RSRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table STRATEGY

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STRATEGY_TYPE, STRATEGY_TYPE_CODE, and STRATEGY_NAME columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the associated routing strategy. Each row describes one routing strategy that has operated on an interaction. A new row is issued for each distinct strategy, strategy result, and reason encountered as attached data in the interaction source data.

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
STRATEGY_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
STRATEGY_TYPE	nvarchar(255)				
STRATEGY_TYPE_CODE	nvarchar(32)				
STRATEGY_NAME	nvarchar(255)				
PURGE_FLAG	numeric(1)				

STRATEGY_KEY

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

TENANT_KEY

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

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.

STRATEGY_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The strategy type. This field is set to one of the following values:

- Unspecified
- RoutingStrategy

This value can change with localization.

STRATEGY_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The strategy type code. This field is set to one of the following values:

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

STRATEGY_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the strategy.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.

Table TECHNICAL_DESCRIPTOR

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: TECHNICAL_RESULT, TECHNICAL_RESULT_CODE, RESULT_REASON, RESULT_REASON_CODE, RESOURCE_ROLE, RESOURCE_ROLE_CODE, ROLE_REASON, ROLE_REASON_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction-based facts to be described by the role of the associated resource and the technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes.

For detailed information about the available technical descriptor combinations, see Technical Descriptors in the *Genesys Info Mart User's Guide.* (Cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting* 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
TECHNICAL_DESCRIPTOR_KEY	int	X	X		
TECHNICAL_RESULT	nvarchar(255)				
TECHNICAL_RESULT_CODE	nvarchar(32)				
RESULT_REASON	nvarchar(255)				
RESULT_REASON_CODE	nvarchar(32)				
RESOURCE_ROLE	nvarchar(255)				
RESOURCE_ROLE_CODE	nvarchar(32)				
ROLE_REASON	nvarchar(255)				
ROLE_REASON_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

TECHNICAL_DESCRIPTOR_KEY

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

TECHNICAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- Abandoned
- AbnormalStop
- Cleared
- Completed
- Conferenced
- CustomerAbandoned
- Deferred
- DestinationBusy
- Diverted
- Incomplete
- None
- OutboundStopped
- Pulled
- Redirected
- Routed
- Transferred
- Unspecified

This value can change with localization.

TECHNICAL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result code of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- ABANDONED
- ABNORMALSTOP
- CLEARED

- COMPLETED
- CONFERENCED
- CUSTOMERABANDONED
- DEFERRED
- DESTINATIONBUSY
- DIVERTED
- INCOMPLETE
- NONE
- OUTBOUNDSTOPPED
- PULLED
- REDIRECTED
- ROUTED
- TRANSFERRED
- UNSPECIFIED

This value does not change with localization.

RESULT_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason for the technical result. This field is set to one of the following values:

- AbandonedFromHold
- AbandonedWhileQueued
- AbandonedWhileRinging
- AbnormalStopWhileQueued
- AbnormalStopWhileRinging
- AnsweredByAgent
- AnsweredByOther
- Archived
- CallbackAccepted
- Canceled
- DefaultRoutedByStrategy
- DefaultRoutedBySwitch
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)
- Redirected
- Rejected
- Revoked
- RoutedFromAnotherVQ
- RoutedToOther
- RouteOnNoAnswer
- Stopped
- StuckCall
- TargetsCleared
- Unspecified

This value can change with localization.

RESULT_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason code for the technical result. This field is set to one of the following values:

- ABANDONEDFROMHOLD
- ABANDONEDWHILEQUEUED
- ABANDONEDWHILERINGING
- ABNORMALSTOPWHILEQUEUED
- ABNORMALSTOPWHILERINGING
- ANSWEREDBYAGENT
- ANSWEREDBYOTHER
- ARCHIVED
- CALLBACKACCEPTED
- CANCELED
- DEFAULTROUTEDBYSTRATEGY
- DEFAULTROUTEDBYSWITCH
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)
- REDIRECTED
- REJECTED
- REVOKED
- ROUTEDFROMANOTHERVQ

- ROUTEDTOOTHER
- ROUTEONNOANSWER
- STOPPED
- STUCKCALL
- TARGETSCLEARED
- UNSPECIFIED

This value does not change with localization.

RESOURCE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DivertedTo
- InConference
- Initiated
- InitiatedConsult
- Puller
- Received
- ReceivedConsult
- ReceivedRequest
- ReceivedTransfer
- RedirectedTo
- RoutedTo
- Unknown

This value can change with localization.

RESOURCE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DIVERTEDTO
- INCONFERENCE
- INITIATED
- INITIATEDCONSULT
- PULLER
- RECEIVED

- RECEIVEDCONSULT
- RECEIVEDREQUEST
- RECEIVEDTRANSFER
- REDIRECTEDTO
- ROUTEDTO
- UNKNOWN

This value does not change with localization.

ROLE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason for the resource role. This field is set to one of the following values:

- Unspecified
- ConferenceInitiator
- ConferenceJoined
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)

This value can change with localization.

ROLE_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the reason for the resource role. This field is set to one of the following values:

- UNSPECIFIED
- CONFERENCE_INITIATOR
- CONFERENCE_JOINED
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)

This value does not change with localization.

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

No indexes are defined.

Subject Areas

- Interaction_Resource — 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.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table TIME_ZONE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the TIME_ZONE_NAME, TIME_ZONE_NAME2, and DESCRIPTION columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of a time zone. Each row describes one time zone, as configured in Configuration Database. Configuration Database includes one instance of a time zone, regardless of whether Daylight Saving Time (DST) is in effect. For this reason, the offset for a given time zone may be different at different points in time.

This table is necessary to describe a contact's time zone in outbound campaigns, because time zones of campaign contacts may differ from the time zones of contact centers.

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
TIME_ZONE_KEY	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
TIME_ZONE_NAME	nvarchar(255)				
TIME_ZONE_NAME2	nvarchar(255)				
DESCRIPTION	nvarchar(255)				
TIME_ZONE_CFG_DBID	int				
GMT_OFFSET	int				
IS_DST_OBSERVED	numeric(1)				
DST_START_MONTH	int				
DST_STOP_MONTH	int				
DST_START_WEEK	int				
DST_STOP_WEEK	int				
DST_START_DAY	int				
DST_STOP_DAY	int				
DST_START_TIME	int				
DST_STOP_TIME	int				
DST_START_YEAR	int				
DST_STOP_YEAR	int				
START_TS	int				
END_TS	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PURGE_FLAG	numeric(1)				

TIME_ZONE_KEY

The primary key of this table. This value is generated by Genesys Info Mart.

TENANT_KEY

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

TIME_ZONE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the time zone, as defined in Configuration Database.

TIME_ZONE_NAME2

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
An alternative name for the time zone.

DESCRIPTION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the time zone. This field can be updated by users.

TIME_ZONE_CFG_DBID

The database identifier (DBID) that is assigned by Configuration Server to the time zone configuration object in this contact center configuration environment.

GMT_OFFSET

The time zone offset from UTC, in seconds, when Daylight Saving Time is not in effect.

IS_DST_OBSERVED

A flag that indicates whether DST is used.

DST_START_MONTH

A number that specifies the month at which DST starts:

- 1 = January

  ...

- 12 = December

When DST is not observed, this value is set to 0.

DST_STOP_MONTH

A number that specifies the month at which DST ends:

- 1 = January

...

- 12 = December

When DST is not observed, this value is set to 0.

DST_START_WEEK

In conjunction with DST_START_MONTH and DST_START_DAY, specifies when DST starts. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST_START_MONTH is 4, DST_START_WEEK is 1, and DST_START_DAY is 1, DST starts on the first Sunday in April.
- If DST_START_MONTH is 3, DST_START_WEEK is 7, and DST_START_DAY is 1, DST starts on the last Sunday in March.

DST_STOP_WEEK

In conjunction with DST_STOP_MONTH and DST_STOP_DAY, specifies when DST ends. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST_STOP_MONTH is 11, DST_STOP_WEEK is 2, and DST_STOP_DAY is 1, DST ends on the second Sunday in November.
- If DST_STOP_MONTH is 10, DST_STOP_WEEK is 7, and DST_STOP_DAY is 1, DST ends on the last Sunday in October.

DST_START_DAY

Specifies the weekday on which DST starts, if the week is specified (DST_START_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.

- 1 — Sunday.

  ...

- 7 — Saturday.
- 63 — The last day of the month.

DST_STOP_DAY

Specifies the weekday on which DST ends, if the week is specified (DST_START_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.
- 1 — Sunday.

  ...

- 7 — Saturday.
- 63 — The last day of the month.

DST_START_TIME

Specifies the DST start time, in seconds, which is counted from the start of the day on which daylight saving starts.

DST_STOP_TIME

Specifies the DST end time, in seconds, which is counted from the start of the day on which daylight saving ends.

DST_START_YEAR

Specifies DST start year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicates that DST is not observed or that the year is not specified.

DST_STOP_YEAR

Specifies DST stop year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicated that DST is not observed or that the year is not specified.

START_TS

The UTC-equivalent value of the date and time at which the time zone was added to the contact center configuration.

END_TS

The UTC-equivalent value of the date and time at which the time zone was removed from the contact center configuration.

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.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table USER_DATA_CUST_DIM_1

Description

Modified: 8.5.010 (in Microsoft SQL Server, data type for DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5 modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

USER_DATA_CUST_DIM_1 is included in the schema document for sample purposes only. Tables such as USER_DATA_CUST_DIM_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined, low-cardinality dimensions, based on data that come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The suffix, which is a configurable part of the table name, can range from 1 to 800 in your deployment. The table stores up to five attributes that are based on KVPs that are associated with interactions and are populated according to configurable propagation rules. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued every time that a new combination of the attributes is encountered in interaction data. A join between this table and IRF is performed through the IRF_USER_DATA_KEYS extension table.

Note: Genesys recommends restricting the maximum length of the fields related to user data KVP in dimensional tables to comply with RDBMS limitations. Refer to RDBMS Considerations in the *Genesys Info Mart Deployment Guide* for more information.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

> **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
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5	nvarchar(170)		X		none
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

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 that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction. Attribute values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

This field supports character values only.

Note: Genesys Info Mart does not support the NVARCHAR2 data type on Oracle. For information about storing Unicode characters in the Info Mart database, see Multi-Language Support in the *Genesys Info Mart Deployment Guide.*

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.

Index List

CODE	U	C	Description
I_USER_DATA_CUST_DIM_1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_USER_DATA_CUST_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

- Interaction_Resource — 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.

Table USER_DATA_GEN_DIM_1

Description

Introduced: 8.5.014.19

In partitioned databases, this table is not partitioned.

Reserved for internal use.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_2	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_3	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_4	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

TENANT_KEY

DIM_ATTRIBUTE_1

DIM_ATTRIBUTE_2

DIM_ATTRIBUTE_3

DIM_ATTRIBUTE_4

DIM_ATTRIBUTE_5

CREATE_AUDIT_KEY

Index List

CODE	U	C	Description
I_USER_DATA_GEN_DIM_1	X		Reserved for internal use.

Index I_USER_DATA_GEN_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

No subject area information available.

Table USER_DATA_GEN_DIM_2

Description

Introduced: 8.5.014.19

In partitioned databases, this table is not partitioned.

Reserved for internal use.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_2	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_3	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_4	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

TENANT_KEY

DIM_ATTRIBUTE_1

DIM_ATTRIBUTE_2

DIM_ATTRIBUTE_3

DIM_ATTRIBUTE_4

DIM_ATTRIBUTE_5

CREATE_AUDIT_KEY

Index List

CODE	U	C	Description
I_USER_DATA_GEN_DIM_2	X		Reserved for internal use.

Index I_USER_DATA_GEN_DIM_2

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

No subject area information available.

Table WORKBIN

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the WORKBIN_TYPE_CODE column modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the type and owner of the workbin instance that was associated with a particular mediation segment. (Refer to Workbin Instance in the *Genesys Info Mart Deployment Guide* for the definition of *workbin instance.*)

A new row is created the first time that any interaction that is owned by a particular resource is placed into a particular Workbin object that has been defined in the Configuration Layer—in other words, the first time that a particular workbin instance is created.

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
WORKBIN_KEY	int	X	X		

Column	Data Type	P	M	F	DV
WORKBIN_TYPE	numeric(1)		X		
WORKBIN_TYPE_CODE	nvarchar(32)		X		
WORKBIN_RESOURCE_KEY	int		X	X	
OWNER_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

WORKBIN_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the MSF table.

WORKBIN_TYPE

The type of workbin. This field is set to one of the following values:

- 1 (Agent)
- 2 (Place)
- 3 (AgentGroup)
- 4 (PlaceGroup)

WORKBIN_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the workbin type. This field is set to one of the following values:

- AGENT
- PLACE
- AGENTGROUP
- PLACEGROUP

WORKBIN_RESOURCE_KEY

The surrogate key that is used to reference a workbin record in the RESOURCE_ table, to identify the specific Interaction Workbin of which this workbin is an instance.

OWNER_KEY

The surrogate key that is used to reference one of the following, to identify the owner of the workbin instance:

- If the type of workbin is Agent, an agent record in the RESOURCE_ table
- If the type of workbin is Place, a place record in the PLACE_ view
- If the type of workbin is AgentGroup or PlaceGroup, a group record in the GROUP_ view

CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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

No indexes are defined.

Subject Areas

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Genesys Info Mart Views

Genesys Info Mart provides the following predefined views for reporting purposes:

View	Description
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_TO_CAMP_FACT	Describes the association of a calling list to an outbound campaign.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
GROUP_	Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups.
GROUP_TO_CAMPAIGN_FACT	Describes the association of an agent or place group to an outbound campaign.
PLACE	Allows facts to be described by the attributes of a place.
PLACE_GROUP_FACT	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT	Describes an agent's skills and proficiency levels.
SKILL	Allows facts to be described by the attributes of a skill.
TENANT	Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data.

In addition to the predefined views described in this document, tenant-specific views can be added to the Genesys Info Mart database schema. For more information, see Genesys Info Mart Tenant Views.

View CALLING_LIST

Description

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list.

Column List

Column	Description
CALLING_LIST_KEY	The primary key of this view and the surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_NAME	The name of the calling list.
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 used to join to the CTL_AUDIT_LOG dimension. 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.
DESCRIPTION	The description of the calling list.
CALLING_LIST_CFG_DBID	The calling list object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the calling list was removed from contact center configuration.

View CALLING_LIST_TO_CAMP_FACT

Description

Each row describes the association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between a calling list and a campaign.

Column List

Column	Description
CALLING_LIST_TO_CAMP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_KEY	The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was added to the campaign. 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 calling list was removed from the campaign. 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.
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 used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that

Column	Description
	need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the calling list was associated with the campaign. For an active row, this value represents the duration, in seconds, that the calling list was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the calling list and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View CAMPAIGN

Description

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign.

Column List

Column	Description
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CAMPAIGN_NAME	The name of the campaign object in Configuration Server.
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 used to join to the CTL_AUDIT_LOG dimension. 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.
DESCRIPTION	The description of the campaign.
CAMPAIGN_CFG_DBID	The campaign object identifier in contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the campaign object was removed from contact center configuration.

View GROUP_

Description

Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups. Routing points, queues, and agents can belong to resource groups. Places can belong to place groups. Each row describes one place group or resource group. A new row is issued for each configured place group and resource group, which is identified by its ID in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and re-creating it under the same name causes a new row to be issued.

Column List

Column	Description
GROUP_KEY	The primary key of this view that is used to join the GROUP_ dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
GROUP_NAME	The group name.
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 used to join to the CTL_AUDIT_LOG dimension. 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.
GROUP_TYPE	The group type. This field is set to one of the following values: • Unknown • Agent • Place • Queue • RoutingPoint

Column	Description
	• Network Port • Service Number • Single Port This value can change with localization.
GROUP_TYPE_CODE	The group type code. This field is set to one of the following values: • UNKNOWN • AGENT • PLACE • QUEUE • ROUTINGPOINT • NETWORKPORT • SERVICENUMBER • SINGLEPORT This value does not change with localization.
GROUP_CFG_DBID	The group object identifier in the contact center configuration.
GROUP_CFG_TYPE_ID	The contact center configuration integer type that is associated with the DN or agent group object.
START_TS	The UTC-equivalent value of the date and time when the group was added to IDB, which may differ from when the group was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the group was removed from contact center configuration.

View GROUP_TO_CAMPAIGN_FACT

Description

Each row describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between an agent or place group and a campaign.

Column List

Column	Description
GROUP_TO_CAMPAIGN_FACT_KEY	The primary key of this view.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the agent group or place group was added to the campaign in the contact center configuration. 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 agent group or place group was removed from the campaign in the contact center configuration. 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.
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 used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the agent group or place group was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the agent group or place group was associated with the campaign. For an active row, this value represents the duration, in seconds, that the agent group or place group was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the agent group or place group and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View PLACE

Description

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in the contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and re-creating it under the same name causes a new row to be issued.

Column List

Column	Description
PLACE_KEY	The primary key of this view and the surrogate key that is used to join the PLACE dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join to the TENANT dimension.
PLACE_NAME	The place name.
PLACE_CFG_DBID	The place object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the place object was added to IDB, which may differ from when the place was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the place object was removed from contact center configuration.
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 used to join to the CTL_AUDIT_LOG dimension. 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.

View PLACE_GROUP_FACT

Description

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the Configuration Database.

Column List

Column	Description
PLACE_GROUP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
PLACE_KEY	The surrogate key that is used to join the PLACE dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the place was added to the place group in the contact center configuration. 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 place was removed from the place group in the contact center configuration. 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.
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 used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the place was added to the place group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the place was a member of the place group. For an active row, this value represents the duration, in seconds, that the place has been a member of the place group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the place is currently a member of the place group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View RESOURCE_GROUP_FACT

Description

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database.

Column List

Column	Description
RESOURCE_GROUP_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was added to the resource group in the contact center configuration. 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 resource was removed from the resource group in the contact center configuration. 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.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
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 used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the resource was added to the resource group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the resource was a member of the resource group. For an active row, this value represents the duration, in seconds, that the resource has been a member of the resource group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource is currently a member of the resource group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View RESOURCE_SKILL_FACT

Description

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot that represents the duration of the configured skill and proficiency, which are identified by a unique ID in the configuration database.

Column List

Column	Description
RESOURCE_SKILL_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was added to the resource in the contact center configuration. 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 skill at the specified level was removed from the resource in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts 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.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
SKILL_KEY	The surrogate key that is used to join the SKILL dimension to the fact tables.
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 used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the skill, at the specified level, was added to the resource in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the total duration, in seconds, that the resource had the skill at the specified level. For an active row, this field represents the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource currently has the skill at the specified level: 0 = No, 1 = Yes.
SKILL_LEVEL	The skill level or proficiency.
PURGE_FLAG	This field is reserved.

View SKILL

Description

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and re-creating it under the same name causes a new row to be issued.

Column List

Column	Description
SKILL_KEY	The primary key of this view and the surrogate key that is used to join the SKILL dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
SKILL_NAME	The skill name.
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 used to join to the CTL_AUDIT_LOG dimension. 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.
SKILL_CFG_DBID	The skill object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the skill was removed from contact center configuration.

View TENANT

Description

Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data. In a single-tenant deployment, the Resources tenant is considered a tenant. In a multi-tenant deployment, the Environment tenant and the configured tenants are considered tenants.

Each row describes one tenant. A new row is issued for each configured tenant, identified by its ID in the contact center configuration. Changing a tenant's name causes an update to the existing row. Deleting a tenant and re-creating it under the same name causes a new row to be issued.

Column List

Column	Description
TENANT_KEY	The primary key of this view and the surrogate key that is used to join the TENANT dimension to the fact tables.
TENANT_NAME	The tenant name.
TENANT_CFG_DBID	The tenant object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the tenant was removed from contact center configuration.
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 used to join to the CTL_AUDIT_LOG dimension. 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.

Reference List

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
AGENT_LOCATION	TENANT_KEY	TENANT	TENANT_KEY
AGENT_LOCATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ANCHOR_FLAGS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ANCHOR_FLAGS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_NAME_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
BGS_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
BGS_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
BOT_ATTRIBUTES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BOT_INTENT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIAL_RESULTS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_3	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	DS_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLBACK_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLBACK_FACT	CALLBACK_DIM_1_KEY	CALLBACK_DIM_1	ID
CALLBACK_FACT	CALLBACK_DIM_2_KEY	CALLBACK_DIM_2	ID
CALLBACK_FACT	CALLBACK_DIM_3_KEY	CALLBACK_DIM_3	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CALLBACK_FACT	CALLBACK_DIM_4_KEY	CALLBACK_DIM_4	ID
CALLBACK_FACT	CALLBACK_DIAL_RESULTS_KEY	CALLBACK_DIAL_RESULTS	ID
CALLBACK_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CALLING_LIST_METRIC_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST_METRIC_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_METRIC_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CALL_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALL_RESULT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_SESSION_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_STATE_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_STATE_KEY	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CDR_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_SESSION_FACT	CHAT_SESSION_DIM_KEY	CHAT_SESSION_DIM	ID
CHAT_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_THREAD_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_THREAD_FACT	MEDIA_ORIGIN_KEY	MEDIA_ORIGIN	ID
COBROWSE_END_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	COBROWSE_END_REASON_KEY	COBROWSE_END_REASON	ID
COBROWSE_FACT	COBROWSE_MODE_KEY	COBROWSE_MODE	ID
COBROWSE_FACT	COBROWSE_PAGE_KEY	COBROWSE_PAGE	ID
COBROWSE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
COBROWSE_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_PAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_USER_AGENT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	TENANT_KEY	TENANT	TENANT_KEY
CONTACT_ATTEMPT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DIALING_MODE_KEY	DIALING_MODE	DIALING_MODE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CONTACT_ATTEMPT_FACT	PLACE_KEY	PLACE	PLACE_KEY
CONTACT_ATTEMPT_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CONTACT_ATTEMPT_FACT	GROUP_KEY	GROUP_	ID
CONTACT_ATTEMPT_FACT	CPD_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	RECORD_TYPE_KEY	RECORD_TYPE	RECORD_TYPE_KEY
CONTACT_ATTEMPT_FACT	RECORD_STATUS_KEY	RECORD_STATUS	RECORD_STATUS_KEY
CONTACT_ATTEMPT_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CONTACT_ATTEMPT_FACT	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY
CONTACT_ATTEMPT_FACT	TIME_ZONE_KEY	TIME_ZONE	TIME_ZONE_KEY
CONTACT_ATTEMPT_FACT	ATTEMPT_DISPOSITION_KEY	ATTEMPT_DISPOSITION	ATTEMPT_DISPOSITION_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1_KEY	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_2_KEY	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CONTACT_INFO_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_INFO_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_AUDIT_LOG	MIN_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_AUDIT_LOG	MAX_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_EXTRACT_HISTORY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_GDPR_HISTORY	TENANT_KEY	TENANT	TENANT_KEY
CTL_GDPR_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_TRANSFORM_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GPM_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
GPM_FACT	GPM_RESULT_KEY	GPM_RESULT	ID
GPM_FACT	GPM_PREDICTOR_KEY	GPM_PREDICTOR	ID
GPM_FACT	GPM_MODEL_KEY	GPM_MODEL	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
GPM_FACT	GPM_DIM1_KEY	GPM_DIM1	ID
GPM_FACT	VQ_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
GPM_MODEL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_PREDICTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_ANNEX	GROUP_KEY	GROUP_	ID
GROUP_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
GROUP_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_DESCRIPTOR	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	ANCHOR_SDT_KEY	INTERACTION_RESOURCE_FACT/ MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_RESOURCE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_RESOURCE_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
INTERACTION_RESOURCE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
INTERACTION_RESOURCE_FACT	PLACE_KEY	PLACE	PLACE_KEY
INTERACTION_RESOURCE_FACT	STRATEGY_KEY	STRATEGY	STRATEGY_KEY
INTERACTION_RESOURCE_FACT	ROUTING_TARGET_KEY	ROUTING_TARGET	ROUTING_TARGET_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL_KEY	REQUESTED_SKILL	ID
INTERACTION_RESOURCE_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_RP_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
INTERACTION_RESOURCE_FACT	LAST_QUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_VQUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_IVR_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIATION_SEGMENT_ID	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
INTERACTION_RESOURCE_FACT	MEDIATION_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIATION_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	ANCHOR_FLAGS_KEY	ANCHOR_FLAGS	ANCHOR_FLAGS_KEY
INTERACTION_RESOURCE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_CUST_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_CUST_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_CUST_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_GEN_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_GEN_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_GEN_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_KEYS	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
IRF_USER_DATA_KEYS	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_KEYS	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_1	USER_DATA_GEN_DIM_1	ID
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_2	USER_DATA_GEN_DIM_2	ID
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	PLACE_KEY	PLACE	PLACE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_STATE_KEY	INTERACTION_RESOURCE_STATE	INTERACTION_RESOURCE_STATE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
IXN_RESOURCE_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_START_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
LDR_CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_DEVICE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	LDR_CAMPAIGN_KEY	LDR_CAMPAIGN	ID
LDR_FACT	LDR_GROUP_KEY	LDR_GROUP	ID
LDR_FACT	LDR_LIST_KEY	LDR_LIST	ID
LDR_FACT	LDR_RECORD_KEY	LDR_RECORD	ID
LDR_FACT	LDR_POSTAL_CODE_KEY	LDR_POSTAL_CODE	ID
LDR_FACT	LDR_DEVICE_KEY	LDR_DEVICE	ID
LDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
LDR_GROUP	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_POSTAL_CODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_RECORD	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	TENANT_KEY	TENANT	TENANT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
MEDIATION_SEGMENT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
MEDIATION_SEGMENT_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
MEDIATION_SEGMENT_FACT	WORKBIN_KEY	WORKBIN	WORKBIN_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	IXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	IXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIA_ORIGIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_2	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_4	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_5	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_5	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_6	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_6	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_1	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_2	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
RECORD_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL	SKILL_KEY	SKILL	ID
REQUESTED_SKILL	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_KEY	REQUESTED_SKILL	ID
REQUESTED_SKILL_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_STATE_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	TENANT_KEY	TENANT	TENANT_KEY
ROUTING_TARGET	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_ACTIVITY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_APPLICATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_BOTS_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_BOTS_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_BOTS_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_BOTS_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_BOTS_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SDR_BOTS_FACT	BOT_INTENT_KEY	BOT_INTENT	ID
SDR_BOTS_FACT	BOT_ATTRIBUTES_KEY	BOT_ATTRIBUTES	ID
SDR_BOTS_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CALL_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CALL_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_ENTRY_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXIT_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_HTTP_REST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_SERVICE_OUTCOME_KEY	SDR_EXT_SERVICE_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_OUTCOME_KEY	SDR_EXT_REQUEST_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_HTTP_REST_KEY	SDR_EXT_HTTP_REST	ID
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_KEY	SDR_EXT_REQUEST	SDR_EXT_REQUEST_KEY
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_SERVICE_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_GEO_LOCATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_LANGUAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MESSAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MILESTONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	SELF_HELPED_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	SDR_CALL_DISPOSITION_KEY	SDR_CALL_DISPOSITION	ID
SDR_SESSION_FACT	SDR_CALL_TYPE_KEY	SDR_CALL_TYPE	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	SDR_SURVEY_SCORES	ID
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	SDR_SURVEY_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	SDR_SURVEY_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	SDR_SURVEY_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	SDR_SURVEY_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I1_KEY	SDR_SURVEY_QUESTIONS_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I2_KEY	SDR_SURVEY_QUESTIONS_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S1_KEY	SDR_SURVEY_QUESTIONS_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S2_KEY	SDR_SURVEY_QUESTIONS_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	SDR_SURVEY_STATUS	ID
SDR_SESSION_FACT	DEFLECTION_SDR_MESSAGE_KEY	SDR_MESSAGE	ID
SDR_SESSION_FACT	SDR_ENTRY_POINT_KEY	SDR_ENTRY_POINT	ID
SDR_SESSION_FACT	FINAL_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	SDR_EXIT_POINT_KEY	SDR_EXIT_POINT	ID
SDR_SESSION_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_SESSION_FACT	SDR_GEO_LOCATION_KEY	SDR_GEO_LOCATION	ID
SDR_SESSION_FACT	SDR_LANGUAGE_KEY	SDR_LANGUAGE	ID
SDR_SESSION_FACT	STRIKEOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	BAILOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	DEFLECTION_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SURVEY_ANSWERS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SURVEY_FACT	SDR_SURVEY_ANSWERS_KEY	SDR_SURVEY_ANSWERS	ID
SDR_SURVEY_FACT	SDR_SURVEY_QUESTIONS_KEY	SDR_SURVEY_QUESTIONS	ID
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SURVEY_I1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_I2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_SURVEY_QUESTIONS_IC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_IC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_SC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_SC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_SCORES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_CRE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_UPD	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUTS_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_USER_INPUTS_FACT	SDR_INPUT_OUTCOME_KEY	SDR_INPUT_OUTCOME	ID
SDR_USER_INPUTS_FACT	SDR_USER_INPUT_KEY	SDR_USER_INPUT	ID
SDR_USER_INPUTS_FACT	SDR_INPUT_KEY	SDR_INPUT	ID
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SM_RES_SESSION_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_SESSION_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_SESSION_FACT	AGENT_LOCATION_KEY	AGENT_LOCATION	AGENT_LOCATION_KEY
SM_RES_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_REASON_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY
SM_RES_STATE_REASON_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_SDT_KEY	SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_SDT_KEY	SM_RES_STATE_FACT	START_DATE_TIME_KEY
STG_IDB_FK_VIOLATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STG_TRANSFORM_DISCARDS	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
STG_TRANSFORM_DISCARDS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	TENANT_KEY	TENANT	TENANT_KEY
STRATEGY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TECHNICAL_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TECHNICAL_DESCRIPTOR	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	TENANT_KEY	TENANT	TENANT_KEY
TIME_ZONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
USER_DATA_CUST_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_CUST_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
USER_DATA_GEN_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_GEN_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
USER_DATA_GEN_DIM_2	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_GEN_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	WORKBIN_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
WORKBIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST_TO_CAMP_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_TO_CAMP_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_TO_CAMP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_	TENANT_KEY	TENANT	TENANT_KEY
GROUP_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	TENANT_KEY
GROUP_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	GROUP_KEY	GROUP_	ID
GROUP_TO_CAMPAIGN_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
GROUP_TO_CAMPAIGN_FACT	TENANT_KEY	TENANT	TENANT_KEY
GROUP_TO_CAMPAIGN_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	TENANT_KEY	TENANT	TENANT_KEY
PLACE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
PLACE_GROUP_FACT	PLACE_GROUP_FACT_KEY	PLACE_GROUP_FACT_	PLACE_GROUP_FACT_KEY
PLACE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
PLACE_GROUP_FACT	PLACE_KEY	PLACE	PLACE_KEY
PLACE_GROUP_FACT	GROUP_KEY	GROUP_	ID
PLACE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_GROUP_FACT	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_SKILL_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_SKILL_FACT	SKILL_KEY	SKILL	ID
RESOURCE_SKILL_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	TENANT_KEY	TENANT	TENANT_KEY
SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TENANT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TENANT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

Info Mart Indexes

This page provides a comprehensive list of indexes created in a nonpartitioned database, for those tables described in this document. Certain indexes, such as those required for purging, are not created in the schema during database initialization because they are not applicable to a partitioned database. Thus, the number of indexes would be smaller in a partitioned database, where purging is based on partitions.

Legend: U = Unique

Table	Index	U	Description
AGENT_LOCATION	I_AGENTLOC_LOCATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_BOT_DIM	I_BGS_BOT_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_BOT_NAME_DIM	I_BGS_BOT_NAME_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_DIM	I_BGS_SESSION_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_FACT	I_BGS_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
BOT_ATTRIBUTES	I_BOT_ATTRIBUTES	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BOT_INTENT	I_BOT_INTENT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIAL_RESULTS	I_CALLBACK_DIAL_RESULTSX		Ensures that the combinations of values that are stored in the dimension table are
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			unique.
CALLBACK_DIM_1	I_CALLBACK_DIM_1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_2	I_CALLBACK_DIM_2	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_3	I_CALLBACK_DIM_3	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_4	I_CALLBACK_DIM_4	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLING_LIST_METRIC_FACT	I_CLMF_SDT		Improves access time, based on the Start Date Time key.
CALLING_LIST_METRIC_FACT	I_CLMF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_SID	X	Ensures that the facts that are stored in the table are for unique sessions.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_DT		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_STD		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_TNT		Improves access time, based on the Tenant.
CDR_DIM1	I_CDR_DIM1	X	Reserved for future use.
CDR_FACT	I_CDR_FACT_SDT		Reserved for future use.
CHAT_SESSION_DIM	I_CHAT_SESSION_DIM	X	Ensures that the combinations of values
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			that are stored in the dimension table are unique.
CHAT_SESSION_FACT	I_CHAT_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
CHAT_THREAD_FACT	I_CHAT_THREAD_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_END_REASON	I_COBROWSE_END_REASON	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_FACT	I_COBROWSE_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_MODE	I_COBROWSE_MODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_PAGE	I_COBROWSE_PAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_USER_AGENT	I_COBROWSE_USER_AGENT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CONTACT_ATTEMPT_FACT	I_CAF_SDT		Improves access time, based on the Start Date Time key.
CONTACT_ATTEMPT_FACT	I_CAF_TNT		Improves access time, based on the Tenant.
CONTACT_ATTEMPT_FACT	I_CAF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CONTACT_ATTEMPT_FACT	I_CAF_CID		Improves access time, based on the Call ID.
CTL_AUDIT_LOG	IDX_CTL_AL_CTS		Improves purge performance.
CTL_ETL_HISTORY	I_C_ETL_H_CTS		Improves purge performance.
CTL_EXTRACT_HISTORY	I_C_EXTRACT_H_CTS		Improves purge
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_C_ID		Improves search performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_CTS		Improves purge performance.
CTL_PURGE_HISTORY	I_C_PURGE_H_CTS		Improves purge performance.
CTL_TRANSFORM_HISTORY	I_C_TRANSFORM_H_CTS		Improves purge performance.
CTL_UDE_KEYS_TO_DIM_MAPPING	I_UDE_KEYS_TO_D_M_KN	X	A constraint that enforces unique mapping for each user-data dimension table.
CTL_UD_TO_UDE_MAPPING	I_C_UD_TARGET	X	A constraint that enforces unique mapping for each column in each target user-data table.
CTL_UD_TO_UDE_MAPPING	I_C_UD_TO_UDE_KN		Improves access time, based on the user-data key name for mapping that is currently active.
DATE_TIME	IDX_DT_30		Improves access time, based on a 30-minute key.
DATE_TIME	IDX_DT_NEXT30		Improves access time, based on the next 30-minute key.
DATE_TIME	IDX_DT_NEXT		Improves access time, based on the key of the next record.
DATE_TIME	IDX_DT_30_INT		Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
DATE_TIME	IDX_DT_HOUR_INT		Improves access time, based on the hour key, the next hour key, and the primary key.
DATE_TIME	IDX_DT_DAY_INT		Improves access time, based on the day key, the next day key, and the primary key.
DATE_TIME	IDX_DT_MONTH_INT		Improves access time, based on the month key, the next month
Table	Index	U	Description

Table	Index	U	Description
			key, and the primary key.
DATE_TIME	IDX_DT_CAL_DATE		Improves access time, based on the calendar date.
GPM_DIM1	I_GPM_DIM1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_FACT	I_GPM_FACT_SDT		Improves access time, based on the Start Date Time key.
GPM_MODEL	I_GPM_MODEL	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_PREDICTOR	I_GPM_PREDICTOR	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_RESULT	I_GPM_RESULT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GROUP_ANNEX	I_GROUP_ANNEX_END_TS		Improves access time, based on the End Timestamp.
GROUP_ANNEX	I_GROUP_ANNEX	X	Improves access time, based on dimension values.
INTERACTION_DESCRIPTOR	I_INTERACTION_DESCRIPTOR	X	Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.
INTERACTION_FACT	I_IF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_FACT	I_IF_CID		Improves access time, based on the Call ID.
INTERACTION_RESOURCE_FACT	I_IRF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_RESOURCE_FACT	I_IRF_PT_GUID	X	Reserved.
Table	**Index**	**U**	**Description**

Table	Index	U	Description
INTERACTION_RESOURCE_FACT	IDX_IRF_IID		Improves access time, based on the INTERACTION ID.
IRF_USER_DATA_CUST_1	I_IRF_USER_DATA_CUST_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_GEN_1	I_IRF_USER_DATA_GEN_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_KEYS	I_IRF_USER_DATA_KEYS_SDT		Improves access time, based on the Start Date Time key.
IXN_RESOURCE_STATE_FACT	I_IRSF_SDT		Improves access time, based on the Start Date Time key.
LDR_CAMPAIGN	I_LDR_CAMPAIGN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_DEVICE	I_LDR_DEVICE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_FACT	I_LDR_FACT_SDT		Improves access time, based on the Start Date Time key.
LDR_GROUP	I_LDR_GROUP	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_LIST	I_LDR_LIST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_POSTAL_CODE	I_LDR_POSTAL_CODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_RECORD	I_LDR_RECORD	X	Ensures that the combinations of values that are stored in the dimension table are unique.
Table	**Index**	**U**	**Description**

Table	Index	U	Description
MEDIATION_SEGMENT_FACT	I_MSF_SDT		Improves access time, based on the Start Date Time key.
MEDIATION_SEGMENT_FACT	I_MSF_IID		Improves access time, based on the INTERACTION ID.
MEDIA_ORIGIN	I_MEDIA_ORIGIN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
MEDIA_TYPE	I_MEDIA_TP_MCD	X	Ensures that the combinations of values that are stored in the dimension table are unique.
POST_CALL_SURVEY_DIM_1	I_POST_CALL_SURVEY_DIM_1		Improves access time.
POST_CALL_SURVEY_DIM_2	I_POST_CALL_SURVEY_DIM_2		Improves access time.
POST_CALL_SURVEY_DIM_4	I_POST_CALL_SURVEY_DIM_4		Improves access time.
POST_CALL_SURVEY_DIM_5	I_POST_CALL_SURVEY_DIM_5		Improves access time.
POST_CALL_SURVEY_DIM_6	I_POST_CALL_SURVEY_DIM_6		Improves access time.
RESOURCE_	IDX_RES_CFG_DBID	X	Reserved.
RESOURCE_	IDX_RES_TYPE_CODE		Improves access time, based on the code for the resource type.
RESOURCE_	I_RES_KEY_CFG_DBID	X	Reserved.
RESOURCE_ANNEX	I_RESOURCE_ANNEX	X	Improves access time, based on dimension values.
RESOURCE_ANNEX	I_RESOURCE_ANNEX_END_TS		Improves access time, based on the End Timestamp.
SDR_ACTIVITIES_FACT	I_SDR_ACTIVITIES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ACTIVITY	I_SDR_ACTIVITY	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_APPLICATION	I_SDR_APPLICATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_BOTS_FACT	I_SDR_BOTS_FACT_SDT		Improves access time,
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			based on the Start Date Time key.
SDR_CALL_DISPOSITION	I_SDR_CALL_DISPOSITION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CALL_TYPE	I_SDR_CALL_TYPE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CUST_ATRIBUTES	I_SDR_CUST_ATRIBUTES	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CUST_ATRIBUTES_FACT	I_SDR_CUST_ATRIBUTES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ENTRY_POINT	I_SDR_ENTRY_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXIT_POINT	I_SDR_EXIT_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_HTTP_REST	I_SDR_EXT_HTTP_REST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_REQUEST_FACT	I_SDR_EXT_REQUEST_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_EXT_REQUEST_OUTCOME	I_SDR_EXT_REQUEST_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_SERVICE_OUTCOME	I_SDR_EXT_SERVICE_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_GEO_LOCATION	I_SDR_GEO_LOCATION	X	Ensures that the
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			combinations of values that are stored in the dimension table are unique.
SDR_INPUT	I_SDR_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_INPUT_OUTCOME	I_SDR_INPUT_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_LANGUAGE	I_SDR_LANGUAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MESSAGE	I_SDR_MESSAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MILESTONE	I_SDR_MILESTONE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SESSION_FACT	I_SDR_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_ANSWERS	I_SDR_SURVEY_ANSWERS	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_FACT	I_SDR_SURVEY_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_I1	I_SDR_SURVEY_I1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_I2	I_SDR_SURVEY_I2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS	I_SDR_SURVEY_QUESTIONS	X	Ensures that the
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_QUESTIONS_I1	I_SDR_SURVEY_QUESTIONSX1		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_I2	I_SDR_SURVEY_QUESTIONSX2		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_S1	I_SDR_SURVEY_QUESTIONSXS1		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_S2	I_SDR_SURVEY_QUESTIONSXS2		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S1	I_SDR_SURVEY_S1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S2	I_SDR_SURVEY_S2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_SCORES	I_SDR_SURVEY_SCORES	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_STATUS	I_SDR_SURVEY_STATUS	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_TRANSCRIPT_FACT	I_SDR_SRV_TRANSCRIPT_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_INPUT	I_SDR_USER_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_USER_INPUTS_FACT	I_SDR_USER_INPUTS_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_MILESTONE_FACT	I_SDR_USER_MILESTONE_FACT_SDT		Improves access time,
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			based on the Start Date Time key.
SM_RES_SESSION_FACT	I_SM_RS_SSSN_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_RMESSSR		Improves access time.
SM_RES_STATE_REASON_FACT	I_RSRF_SDT		Improves access time, based on the Start Date Time key.
STG_TRANSFORM_DISCARDS	S_TRNFRM_DISCARDS_IXNID		Improves access time, based on the `INTERACTION ID`.
STG_TRANSFORM_DISCARDS	S_TRNFRM_DISCARDS_SDT		Improves access time, based on the `ETL_DATE_TIME` key.
USER_DATA_CUST_DIM_1	I_USER_DATA_CUST_DIM_1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
USER_DATA_GEN_DIM_1	I_USER_DATA_GEN_DIM_1	X	Reserved for internal use.
USER_DATA_GEN_DIM_2	I_USER_DATA_GEN_DIM_2	X	Reserved for internal use.
Table	**Index**	**U**	**Description**

Info Mart Partitioning

For general information about partitioning in the Info Mart database, see Database Partitioning in the *Deployment Guide*.

This page provides a comprehensive list of tables for which partitions are created in a partitioned Info Mart database, grouped as follows:

- Dimensional Model Fact Tables
- GIDB Fact Tables
- Control Tables

The name of the key by which a table is partitioned is included for each table.

Partitioned Dimensional Model Fact Tables

Dimensional Model fact tables are partitioned by the Start Date Time key. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
BGS_SESSION_FACT	START_DATE_TIME_KEY
CALLBACK_FACT	START_DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY
CDR_FACT	START_DATE_TIME_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY
COBROWSE_FACT	START_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY
GPM_FACT	START_DATE_TIME_KEY
INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY

Table	Partitioned by Key
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY
LDR_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY
SDR_BOTS_FACT	START_DATE_TIME_KEY
SDR_CUST_ATRIBUTES_FACT	START_DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY
SDR_SESSION_FACT	START_DATE_TIME_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY
SDR_SURVEY_TRANSCRIPT_FACT	START_DATE_TIME_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY

Partitioned GIDB Fact Tables

Keys used for partitioning of GIDB fact tables vary from table to table. The size of the partitions is determined by the partitioning-interval-size-gidb configuration option, which you can override for Multimedia- and Outbound Contact–related data by specifying different values for the partitioning-interval-size-gidb-mm and partitioning-interval-size-gidb-ocs configuration options, respectively. In the following table:

- No asterisk means that partition size is always controlled by the **partitioning-interval-size-gidb** option (default is 24 hours).
- A single asterisk (*) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-mm** option.
- A double asterisk (**) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-ocs** option.

Table	Partitioned by Key
GIDB_G_AGENT_STATE_HISTORY_MM*	ADDED_TS
GIDB_G_AGENT_STATE_HISTORY_V	ADDED_TS
GIDB_G_AGENT_STATE_RC_MM*	CREATED_TS

Table	Partitioned by Key
GIDB_G_AGENT_STATE_RC_V	CREATED_TS
GIDB_G_CALL_HISTORY_MM*	ADDED_TS
GIDB_G_CALL_HISTORY_V	ADDED_TS
GIDB_G_CALL_MM*	ADDED_TS
GIDB_G_CALL_STAT_V	GSYS_EXT_INT2
GIDB_G_CALL_V	CREATED_TS
GIDB_G_CUSTOM_DATA_S_MM*	ADDED_TS
GIDB_G_CUSTOM_DATA_S_V	ADDED_TS
GIDB_G_DND_HISTORY_MM*	ADDED_TS
GIDB_G_DND_HISTORY_V	ADDED_TS
GIDB_G_IR_HISTORY_MM*	ADDED_TS
GIDB_G_IR_HISTORY_V	ADDED_TS
GIDB_G_IR_MM*	ADDED_TS
GIDB_G_IR_V	CREATED_TS
GIDB_G_IS_LINK_HISTORY_V	ADDED_TS
GIDB_G_IS_LINK_V	INITIATED_TS
GIDB_G_LOGIN_SESSION_MM*	CREATED_TS
GIDB_G_LOGIN_SESSION_V	CREATED_TS
GIDB_G_PARTY_HISTORY_MM*	ADDED_TS
GIDB_G_PARTY_HISTORY_V	ADDED_TS
GIDB_G_PARTY_MM*	CREATED_TS
GIDB_G_PARTY_V	CREATED_TS
GIDB_G_ROUTE_RESULT_MM*	TERMINATED_TS
GIDB_G_ROUTE_RESULT_V	CREATED_TS
GIDB_G_ROUTE_RES_VQ_HIST_MM	ADDED_TS
GIDB_G_ROUTE_RES_VQ_HIST_V	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_MM*	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_V	ADDED_TS
GIDB_G_USERDATA_HISTORY_MM*	ADDED_TS
GIDB_G_USERDATA_HISTORY_V	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_MM*	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_V	CREATED_TS
GIDB_GM_F_USERDATA*	GSYS_EXT_INT1
GIDB_GM_L_USERDATA*	GSYS_EXT_INT2
GIDB_GO_CAMPAIGN**	CREATED_TS
GIDB_GO_CAMPAIGNHISTORY**	ADDED_TS
GIDB_GO_CHAIN**	CREATED_TS

Table	Partitioned by Key
GIDB_GO_CHAINREC_HIST**	ADDED_TS
GIDB_GO_FIELDHIST**	ADDED_TS
GIDB_GO_METRICS**	ADDED_TS
GIDB_GO_SEC_FIELDHIST**	ADDED_TS
GIDB_GOX_CHAIN_CALL**	ADDED_TS
GIDB_GX_SESSION_ENDPOINT_MM*	CREATED_TS
GIDB_GX_SESSION_ENDPOINT_V	CREATED_TS

Partitioned Control Tables

Control tables are partitioned by the created timestamp. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
CTL_AUDIT_LOG	CREATED_TS
CTL_ETL_HISTORY	CREATED_TS
CTL_EXTRACT_HISTORY	CREATED_TS
CTL_PURGE_HISTORY	CREATED_TS
CTL_TRANSFORM_HISTORY	CREATED_TS

Info Mart Service and Staging Tables and Administrative Views

Most service and staging tables are intended for internal purposes and are not described in detail in this guide. For general information about the service (CTL_*) and staging (STG_*) tables and administrative views (ADMIN_*) in the Info Mart database schema, see Genesys Info Mart Database Schema and Info Mart Service and Control Tables.

Service Tables and Administrative Views

The service (or control) tables and administrative views are the areas of the Genesys Info Mart database schema that relate to operational data, instead of to the reporting data. Use these tables and views to:

- Trace data processing immediately after the initial deployment or during administration of Genesys Info Mart.
- Configure mapping for user-data processing during the initial deployment or when user-data storage requirements change.

The following pages describe service tables and administrative views that provide operational data that is helpful for data validation and troubleshooting:

Tables

- CTL_AUDIT_LOG
- CTL_ETL_HISTORY
- CTL_EXTRACT_HISTORY
- CTL_GDPR_HISTORY
- CTL_PURGE_HISTORY
- CTL_TRANSFORM_HISTORY
- CTL_UDE_KEYS_TO_DIM_MAPPING
- CTL_UD_TO_UDE_MAPPING

Views

- ADMIN_AUDIT_LOG
- ADMIN_ETL_JOB_HISTORY
- ADMIN_ETL_JOB_STATUS
- ADMIN_ETL_STEP_HISTORY
- ADMIN_EXTRACT_HISTORY
- CTL_ETL_HWM

Staging Tables

The following pages describe the staging tables in which Genesys Info Mart jobs store data about errors in ETL processing. Use these tables to troubleshoot errors in source data that prevent data from being transformed.

- STG_IDB_FK_VIOLATION
- STG_TRANSFORM_DISCARDS

Table CTL_AUDIT_LOG

Description

Modified: 8.5.116.12 (PRODUCER_INFO_KEY added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

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
AUDIT_KEY	numeric(19)	X	X		
JOB_ID	varchar(64)		X		
CREATED	datetime		X		

Column	Data Type	P	M	F	DV
INSERTED	datetime				
PROCESSING_STATUS_KEY	int		X		
MIN_START_DATE_TIME_KEY	int			X	
MAX_START_DATE_TIME_KEY	int			X	
MAX_CHUNK_TS	int				
DATA_SOURCE_KEY	int				
ROW_COUNT	int				
CREATED_TS	int		X		
PRODUCER_INFO_KEY	numeric(19)				

AUDIT_KEY

The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.

JOB_ID

ID that uniquely identifies the execution instance of the job.

CREATED

The date and time of row creation.

INSERTED

The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.

PROCESSING_STATUS_KEY

Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.

MIN_START_DATE_TIME_KEY

The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

MAX_START_DATE_TIME_KEY

The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

MAX_CHUNK_TS

The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.

DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

ROW_COUNT

The number of records that are marked with this audit key.

CREATED_TS

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

PRODUCER_INFO_KEY

Introduced: Release 8.5.116.12
Reference to the CTL_PRODUCER_INFO dimension, to identify the version of the upstream application or service that produced Kafka data.

Index List

CODE	U	C	Description
IDX_CTL_AL_CTS			Improves purge performance.

Index IDX_CTL_AL_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_ETL_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution of each Genesys Info Mart job. A row is added to this table after each job completes.

Tip

Genesys recommends that you use the ADMIN_ETL_JOB_HISTORY view to query the job execution data.

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
JOB_ID	varchar(64)	X	X		
WORKFLOW_TYPE	varchar(32)	X	X		
JOB_NAME	varchar(32)				
JOB_VERSION	varchar(32)				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
DURATION	int				
STATUS	varchar(32)				
CREATED_TS	int		X		

JOB_ID

ID that uniquely identifies the execution instance of the job.

WORKFLOW_TYPE

The name of the step of the job, such as Outbound.

JOB_NAME

The name of the job, such as Job_ExtractICON.

JOB_VERSION

The version of the job, such as 8.1.000.10.

LOCAL_START_TIME

The date and time the first step of the job started (in the time zone where Genesys Info Mart Server is running).

Note: Because the Genesys Info Mart Server always runs in the GMT time zone, the value of this field is always the same as GMT_START_TIME.

LOCAL_END_TIME

The date and time the last step of the job ended (in the time zone where Genesys Info Mart Server is

running).

Note: Because the Genesys Info Mart Server always runs in the GMT time zone, the value of this field is always the same as GMT_END_TIME.

GMT_START_TIME

The date and time the first step of the job started (in GMT time zone).

GMT_END_TIME

The date and time the last step of the job ended (in GMT time zone).

DURATION

The duration of the job, in seconds.

STATUS

The status of the job, such as COMPLETE or FAILED.

CREATED_TS

The UTC-equivalent value of the date and time at which the job started.

Index List

CODE	U	C	Description
I_C_ETL_H_CTS			Improves purge performance.

Index I_C_ETL_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_EXTRACT_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table contains information about the last attempted and last successful incremental extraction. The UTC-equivalent value of the date and time and/or a sequence number are provided for the data source table that was used in the last extract attempt. Data source information covers such details as the IDB from which the data was extracted, the ICON instance that populated the IDB, and the application that was the original source of data (T-Server, Outbound Contact Server, and so forth).

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
TABLE_NAME	varchar(255)		X		
DATA_SOURCE_KEY	int		X		
DATA_SOURCE_TYPE	int				

Column	Data Type	P	M	F	DV
ROW_COUNT	int				
MAX_TIME	datetime				
MAX_TS	int				
ICON_DBID	int		X		0
DSS_ID	int				
PROVIDERTAG	int				
EXTRACT_START_TIME	datetime				
EXTRACT_END_TIME	datetime				
JOB_ID	varchar(64)		X		
JOB_NAME	varchar(32)				
JOB_VERSION	varchar(64)				
DAP_NAME	varchar(255)/nvarchar(255)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
CREATED_TS	int		X		

TABLE_NAME

The name of the IDB table from which data was extracted.

DATA_SOURCE_KEY

The surrogate key that is used to join this table to the CTL_DS table.

DATA_SOURCE_TYPE

The type of the data source server as reported by ICON. This field is set to one of the following values:

- 1 — T-Server
- 2 — Interaction Server
- 3 — OCS Server
- 4 — Configuration Server

ROW_COUNT

The number of records that are extracted in a given extraction cycle.

MAX_TIME

The date and time, in the Genesys Info Mart server time zone, that represent the highest timestamp value for the records that are extracted in a given extraction cycle.

MAX_TS

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are extracted in a given extraction cycle.

ICON_DBID

ID that uniquely identifies the ICON application instance. The value is the same as the one that ICON provided in the IDB.

DSS_ID

The data source session identifier that is used in a given extraction cycle.

PROVIDERTAG

The ID of the ICON provider class, such as 5 for the configuration information provider (cfg). This field is reserved.

EXTRACT_START_TIME

The date and time when the extraction job started.

EXTRACT_END_TIME

The date and time when the extraction job finished.

JOB_ID

ID that uniquely identifies the execution instance of the job.

JOB_NAME

The name of the job that extracted data--for example, Job_ExtractICON.

JOB_VERSION

The version of the job that extracted data--for example, 8.1.000.10.

DAP_NAME

The name of the Database Access Point (DAP) through which data was extracted.

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.

CREATED_TS

The UTC-equivalent value of the date and time at which the extraction job started.

Index List

CODE	U	C	Description
I_C_EXTRACT_H_CTS			Improves purge performance.

Index I_C_EXTRACT_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

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 TARGET_ADDRESS
INTERACTION_RESOURCE_FACT	TARGET_ADDRESS
IXN_RESOURCE_STATE_FACT	TARGET_ADDRESS
CONTACT_ATTEMPT_FACT	CONTACT_INFO RECORD_FIELD_*
CALLBACK_FACT	CUSTOMER_ANI CUSTOMER_PHONE_NUMBER
CDR_FACT	ANI DNIS
LDR_FACT	CLIENT_ID CONTACT_INFO

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 EMPLOYEEID FIRSTNAME LASTNAME EMAIL
RESOURCE_	RESOURCE_NAME EMPLOYEE_ID AGENT_FIRST_NAME AGENT_LAST_NAME
ROUTING_TARGET (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

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.

Table CTL_PURGE_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job_MaintainGIM as it pertains to purge.

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
JOB_ID	varchar(64)		X		
JOB_VERSION	varchar(64)				
TABLE_NAME	varchar(255)		X		
PURGE_MAX_TIME	datetime				
PURGE_MAX_TS	int		X		

Column	Data Type	P	M	F	DV
PURGE_START_TIME	datetime				
PURGE_END_TIME	datetime				
ROW_COUNT	int				
CREATED_TS	int		X		

JOB_ID

ID that uniquely identifies the execution instance of the maintenance job.

JOB_VERSION

The version of the job that purged data--for example, 8.1.000.10.

TABLE_NAME

The name of the table from which data was purged.

PURGE_MAX_TIME

The date and time, in the GMT time zone, that represent the highest timestamp value for the records that are deleted in a given purge cycle.

PURGE_MAX_TS

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are deleted in a given purge cycle.

PURGE_START_TIME

The date and time when the maintenance job started the purge cycle.

PURGE_END_TIME

The date and time when the maintenance job finished the purge cycle.

ROW_COUNT

The number of rows that was deleted in a given purge cycle.

CREATED_TS

The UTC-equivalent value of the date and time at which the maintenance job started the purge cycle.

Index List

CODE	U	C	Description
I_C_PURGE_H_CTS			Improves purge performance.

Index I_C_PURGE_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_TRANSFORM_HISTORY

Description

Modified: 8.5.010 (HWM_VALUE2 column added); 8.5.009 (AUDIT_KEY column added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job_TransformGIM.

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
JOB_ID	varchar(64)		X		
JOB_VERSION	varchar(64)				
HWM_NAME	varchar(255)				
HWM_VALUE	numeric(19)		X		
HWM_VALUE2	varchar(255)/nvarchar(255)				
TRANSFORM_START_TIME	datetime				

Column	Data Type	P	M	F	DV
TRANSFORM_END_TIME	datetime				
ROW_COUNT	int				
CREATED_TS	int		X		
AUDIT_KEY	numeric(19)			X	

JOB_ID

ID that uniquely identifies the execution instance of the job.

JOB_VERSION

The version of Job_TransformGIM--for example, 8.1.000.10.

HWM_NAME

The name of the table from which data was taken for transformation.

HWM_VALUE

Provides the value of the numeric high-water mark (HWM) for the records that are processed in a given transformation cycle.

HWM_VALUE2

Introduced: Release 8.5.010
Provides supplemental information about the value of HWM_VALUE, when applicable.

The column was introduced to support future alternative data streams in which the HWMs might require nonnumeric values for context.

TRANSFORM_START_TIME

The date and time when the transformation job started.

TRANSFORM_END_TIME

The date and time when the transformation job finished.

ROW_COUNT

Provides the number of records that are processed in a given transformation cycle.

CREATED_TS

The UTC-equivalent value of the date and time at which the transformation job started.

AUDIT_KEY

Introduced: Release 8.5.009
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key is used for data lineage purposes, in particular to identify the HWM_VALUE or HWM_VALUE2 related to a particular audit key.

Index List

CODE	U	C	Description
I_C_TRANSFORM_H_CTS			Improves purge performance.

Index I_C_TRANSFORM_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_UD_TO_UDE_MAPPING

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.1.201 (CONVERT_EXPRESSION column added)

In partitioned databases, this table is not partitioned.

This table captures storage configuration for user data KVPs. The table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping for a given user-data KVP to one table and a column within that table.

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
ID	int	X	X		
UD_KEY_NAME	varchar(255)/nvarchar(255)		X		
UDE_TABLE_NAME	varchar(30)		X		
UDE_COLUMN_NAME	varchar(30)		X		

Column	Data Type	P	M	F	DV
PROPAGATION_RULE	varchar(16)		X		
DEFAULT_VALUE	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)		X		
CONVERT_EXPRESSION	varchar(255)/nvarchar(255)				

ID

The primary key of this table.

UD_KEY_NAME

The key name of the user data KVP that is to be stored in the Info Mart database.

UDE_TABLE_NAME

The name of the fact or dimension table that stores user data that is associated with this key.

UDE_COLUMN_NAME

The name of the column in the fact or dimension table that stores user data that is associated with this key.

PROPAGATION_RULE

Modified: 8.5.006 (IRF_ROUTE value is added); 8.5.001 (IRF_INITIAL value is added).
This field defines how data that uses the same key name is propagated. Possible values are:

- CALL — Store the latest KVP value that is associated with the call.
- PARTY — Store the latest KVP value that is changed (added/updated/deleted) by a party of the call.
- IRF — Store the latest KVP value that is associated with the call during the fact duration.
- IRF_FIRST_UPDATE — Store the first update to the KVP value that is performed during the fact duration. In a scenario with call redirection, the duration also includes all previous IRFs having the technical result of Redirected/RoutedOnNoAnswer and/or Redirected/Unspecified.
- IRF_INITIAL — Store the KVP value that is associated with the interaction when the interaction enters the resource that is the subject of the IRF or MSF record.
- IRF_ROUTE — Store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource, or whether the KVP value changes while the call is at a handling resource (that is, after mediation).

DEFAULT_VALUE

The default value that Genesys Info Mart must store when a KVP that uses this key name is missing.

ACTIVE_FLAG

Indicates whether this mapping is currently active: 0 = No, 1 = Yes.

CONVERT_EXPRESSION

Introduced: Release 8.1.201
Specifies the conversion expression for KVP values that are stored as date/time data in user data fact tables. Applies only to the date/time KVPs that you need to store in the format other than Genesys Info Mart default format for date/time (yyyy-mm-ddThh24:mi:ss.ff). The conversion expression is defined at the time when you map the KVP to the fact table column. If specified, Genesys Info Mart includes the conversion expression in SQL statements to convert the data.

Index List

CODE	U	C	Description
I_C_UD_TARGET	X		A constraint that enforces unique mapping for each column in each target user-data table.
I_C_UD_TO_UDE_KN			Improves access time, based on the user-data key name for mapping that is currently active.

Index I_C_UD_TARGET

Field	Sort	Comment
UDE_TABLE_NAME	Ascending	
UDE_COLUMN_NAME	Ascending	

Index I_C_UD_TO_UDE_KN

Field	Sort	Comment
UD_KEY_NAME	Ascending	
ACTIVE_FLAG	Ascending	

Subject Areas

No subject area information available.

Table CTL_UDE_KEYS_TO_DIM_MAPPING

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table provides information for mapping user-data KVPs that are stored as dimensions to facts that are stored in the INTERACTION_RESOURCE_FACT table. The mapping table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping between the primary key of a dimension table and a foreign key in the IRF_USER_DATA_KEYS table.

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
DIM_TABLE_NAME	varchar(30)	X	X		
DIM_TABLE_PK_NAME	varchar(30)		X		
UDE_KEY_NAME	varchar(30)		X		

DIM_TABLE_NAME

The name of the dimension table that stores user data.

DIM_TABLE_PK_NAME

The name of the primary key column in the dimension table that stores user data.

UDE_KEY_NAME

The name of the foreign key column in the IRF_USER_DATA_KEYS table.

Index List

CODE	U	C	Description
I_UDE_KEYS_TO_D_M_KN	X		A constraint that enforces unique mapping for each user-data dimension table.

Index I_UDE_KEYS_TO_D_M_KN

Field	Sort	Comment
UDE_KEY_NAME	Ascending	

Subject Areas

No subject area information available.

View ADMIN_AUDIT_LOG

Description

This administrative view provides access to the data stored in the CTL_AUDIT_LOG table, which allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

The columns in this view are identical to those in the underlying table.

Column List

Column	Description
AUDIT_KEY	The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.
JOB_ID	ID that uniquely identifies the execution instance of the job.
CREATED	The date and time of row creation.
INSERTED	The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.
PROCESSING_STATUS_KEY	Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.
MIN_START_DATE_TIME_KEY	The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_START_DATE_TIME_KEY	The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_CHUNK_TS	The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.
DATA_SOURCE_KEY	The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server,

Column	Description
	Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.
ROW_COUNT	The number of records that are marked with this audit key.
CREATED_TS	The UTC-equivalent value of the date and time of row creation.

View ADMIN_ETL_JOB_HISTORY

Description

This view provides information about the execution of each ETL job. A row is added to this view after each ETL job completes. Currently running ETL jobs do not appear in this view. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View ADMIN_ETL_JOB_STATUS

Description

This view provides information about the most recent execution of each ETL job. A row is added to this view after each ETL job starts and is updated as the job status changes.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View ADMIN_ETL_STEP_HISTORY

Description

This view provides information about the execution of each ETL job step. Rows are added to this view for completed ETL job steps only. As each ETL job completes, it adds rows for the completed steps of all currently running ETL jobs, including itself, that have not already been added to the view.

Currently running ETL jobs may have steps that are in process or are waiting, and they do not yet appear in the view. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
WORKFLOW_TYPE	The name of the ETL job step, such as Outbound.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View ADMIN_EXTRACT_HISTORY

Description

This view provides information about the data that is extracted from each source database table. A row is added to this view after Job_ExtractICON successfully completes extracting a source data table. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
DBCONNECTION	The name of the Database Access Point (DAP) through which data was extracted.
ICON_DBID	ID that uniquely identifies the ICON application instance. Applies only to tables extracted by Job_ExtractICON.
TABLE_NAME	The name of the table from which data is extracted.
LATEST_DATA_TIME	Provides the highest timestamp value for the records that are extracted in a given extraction cycle.
ROW_COUNT	Provides the number of records that are extracted in a given extraction cycle.

View CTL_ETL_HWM

Description

This view reflects processing progress for the data that is being transferred to the dimensional model tables, but for which certain interaction states are still in progress for the current time interval.

In this release, the view is limited to the extracted configuration data and transformed multimedia data only.

Column List

Column	Description
NAME	A combination of the job name and an abbreviated data type for the processed data. Either of the following values: • EXTRACT_CFG • TRANSFORM_MM
LAST_TS	Provides a UTC equivalent of the date and time up to which the data has been processed.

Table STG_IDB_FK_VIOLATION

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores information about errors that Genesys Info Mart encounters during transformation of configuration data. Errors are detected through verification of relationships between primary and foreign keys in tables that store related data.

For example, a record in a table that stores configuration object relationship data (such as GIDB_GCX_CAMPLIST_INFO) would refer to a record in a table that stores configuration object data (such as GIDB_GC_CAMPAIGN). The transformation logic interprets the absence of the record that has the primary key as an error (in the GIDB_GC_CAMPAIGN table, in the example); the error indicates the absence of the related data (such as the Campaign configuration object). As a result, the transformation job encounters a foreign key constraint violation and stores a record in the STG_IDB_FK_VIOLATION table that identifies the two involved tables and the key that caused the violation.

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
ID	numeric(19)	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
FK_TABLE_NAME	varchar(30)		X		
PK_TABLE_NAME	varchar(30)		X		
PK_ID	numeric(19)		X		
FK_ID	numeric(19)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

ID

The primary key for this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG dimension.

FK_TABLE_NAME

The name of the table whose record includes a foreign key that violates the foreign key constraint. (Continuing with the example that is used in the table description, the value of this field would be GIDB_GCX_CAMPLIST_INFO.)

PK_TABLE_NAME

The name of the table in which a record appears to be missing, based on the foreign key constraint violation in another table. (In the preceding example, the value of this field would be GIDB_GC_CAMPAIGN.)

PK_ID

The primary key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the problematic record. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.ID field, which is the primary key of the GIDB_GCX_CAMPLIST_INFO table.)

FK_ID

The foreign key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the missing record in the table that is

specified by PK_TABLE_NAME. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.CAMPAIGNID field, which is the foreign key of the GIDB_GCX_CAMPLIST_INFO table and which points to the primary key in the GIDB_GC_CAMPAIGN table. Thus, a Campaign object data is detected to be missing.)

ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table STG_TRANSFORM_DISCARDS

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.011.14 (data type for TABLE_NAME increased from 30 to 255 characters)

In partitioned databases, this table is partitioned.

This table stores information about errors that Genesys Info Mart encounters during data transformation for a certain interaction. Except for the INTERACTION_FACT table storing an interaction ID, no data is populated in the dimensional model tables for a discarded interaction. Instead, Genesys Info Mart writes a record in the STG_TRANSFORM_DISCARDS table, given that a certain combination of error-policy options is configured.

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
TABLE_NAME	varchar(255)		X		
INTERACTION_ID	numeric(19)		X	X	-2
GUID	varchar(50)				

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
CODE	int		X		
REASON	varchar(255)/nvarchar(255)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

TABLE_NAME

Modified: 8.5.011.14 (data type increased from 30 to 255 characters)
The name of the primary GIDB table for the transformation step during which an error was encountered. Out of the tables that the transformation logic treats as primary (main) and secondary (details) tables, any table may contain erroneous or missing data that prevents further transformation of the interaction; however, only the name of the primary table is stored.

INTERACTION_ID

The identifier of the interaction that is being discarded. This value corresponds to the `INTERACTION_ID` value that is stored for this interaction in the `INTERACTION_FACT` table. The value of "-2" is reserved for future use.

GUID

The global unique identifier that is associated with discarded data. This value is reserved for future use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the `CTL_AUDIT_LOG` dimension.

CODE

Modified: 8.5.001 (error code 26 added)
The code of the data error that was encountered. This field is set to one of the following values:

- 1 — An unspecified error.
- 2 — An unexpected error occurred during data transformation for the `INTERACTION_RESOURCE_FACT` table.
- 3 — The `G_IS_LINK` table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The `G_IS_LINK` includes data about multiple incoming (target) multi-site calls that have the same `IS-Link` value.

- 5 — The G_IS_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G_IS_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS_LINK does not match the CALLID in IS_LINK_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G_PARTY_HISTORY table contains no record with ChangeType = 1 ("party_created") for a certain party.
- 10 — The G_PARTY_HISTORY table contains multiple records with ChangeType = 1 ("party_created") for the same party.
- 11 — The record in the G_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
- 13 — The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G_CALL record.
- 16 — Merge processing discarded a stuck G_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G_ROUTE_RESULT table is not unique.
- 22 — The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
- 23 — The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

REASON

The text description of the data error that was encountered. Use this value in combination with the CODE value to troubleshoot the reason for the failure of the interaction transformation.

ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Index List

CODE	U	C	Description
I_S_TRNFRM_DISCARDS_IXNID			Improves access time, based on the INTERACTION ID.
I_S_TRNFRM_DISCARDS_SDT			Improves access time, based on the ETL_DATE_TIME key.

Index I_S_TRNFRM_DISCARDS_IXNID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Index I_S_TRNFRM_DISCARDS_SDT

Field	Sort	Comment
ETL_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

About Data Export Capability

Data Export capability is enabled in select Genesys Multicloud CX deployments to periodically copy the data that is stored in the Genesys historical database (called the Info Mart database) into local .csv files, so that the data is available for further import into a data warehouse (the *target* database) for the purpose of archiving or custom reporting. Starting with release 8.5.011.22, Genesys Info Mart supports Data Export in on-premises deployments as well.

The export job, Job_ExportGIM, exports data from fact and dimension tables that are part of the Genesys Info Mart dimensional model and creates a .zip archive containing individual .csv files, one file per database table. The .csv files are formatted in accordance with RFC 4180 (https://www.ietf.org/rfc/rfc4180.txt).

The output data files are encoded using the UTF8 format by default. On-premises customers can specify a different character encoding for exported files (see Schedule and other export job settings).

What tables are included in the data export?

The export does not include aggregate (RAA) tables or internal (GIDB_*) tables except for certain configuration tables, as listed below. The fact and dimension tables included in your specific data export depend on the details of your deployment. The following tables are available for export:

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BGS_SESSION_FACT
- BOT_ATTRIBUTES
- BOT_INTENT
- CALL_RESULT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CALLING_LIST_TO_CAMP_FACT (actualized view)
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CDR_DIM1
- CDR_FACT
- CHAT_SESSION_DIM
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_END_REASON
- COBROWSE_FACT
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_ATTEMPT_FACT

- CONTACT_INFO_TYPE
- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_FACT
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- GROUP_TO_CAMPAIGN_FACT (actualized view)
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_CUST_1
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_FACT
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIA_ORIGIN
- MEDIA_TYPE
- MEDIATION_SEGMENT_FACT
- PLACE_GROUP_FACT (actualized view)
- 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_GROUP_FACT (actualized view)
- RESOURCE_SKILL_FACT (actualized view)
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITIES_FACT
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_BOTS_FACT
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_CUST_ATRIBUTES_FACT
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_FACT
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE

- SDR_MILESTONE
- SDR_SESSION_FACT
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_FACT
- 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_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUT
- 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
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_1
- USER_DATA_CUST_DIM_2
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

In on-premises deployments the data export will also include custom user-data tables and mappings you added to the Info Mart schema, as described in Preparing Custom User-Data Storage in the *Genesys Info Mart Deployment Guide.*

In addition to the data from the Genesys Info Mart dimensional model tables, configuration details data is exported from the following GIDB tables:

- GIDB_GC_ANNEX (starting with release 8.5.116.12)
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAIGN
- GIDB_GC_FOLDER
- GIDB_GC_LOGIN
- GIDB_GC_GROUP
- GIDB_GC_PLACE
- GIDB_GC_SKILL
- GIDB_GC_TENANT
- GIDB_GCX_LOGIN_INFO

Export views

You can configure Genesys Info Mart so that it exports your data from *export views,* which represent a frozen snapshot of the Info Mart schema at the time the export views were created. Using export views means that the export will always include the same tables and columns, regardless of any

schema changes that may occur as a result of Genesys Info Mart upgrades and database migrations.

The export views include all the tables listed above, including the custom user-data tables you might have created, provided the length of the table name is no more than 26 characters.

Using export views frees you from the need to continually update your target database and consumption queries to ensure consistency with a migrated Info Mart schema. For example, without export views, new columns added to a table that gets exported would break an import query that selects all columns from the exported table, unless you have also added the corresponding columns in the target database.

Be aware that using export views means that the export will not reflect *any* changes that may have occurred in the Info Mart schema since the export views were created, including deletion or renaming of tables or columns, which might affect how Genesys Info Mart populates certain data.

You can update your export views if you migrate to a later release of Genesys Info Mart and identify that it provides new data that you want to be included in your export. For information about Info Mart schema changes between releases, see New in the Info Mart Database and Summary of Info Mart Schema Changes.

> **Important**
>
> Before your export views are refreshed, ensure that your consumption queries and target database are ready to process the additional data. For information about creating or updating your target database schema, see Target database, below.

Creating and using export views

To create or update export views for your on-premises deployment, run the migration job from the command line with the **make-export-views** parameter. For example:

```
gim_etl_server.bat -host localhost -port 8000 -app <app> -job Job_MigrateGIM -make-export-
views
```

Genesys Info Mart will create export views of the schema that was in effect before the migration job was run. Starting with release 8.5.116.12, the script that was used to create the export views (**make_export_views<db-schema>.sql**) is included in the Data Export output package, to enable you to restore or troubleshoot the export views used for your data export (for example, if your views get corrupted or you want to restore an earlier version).

After you have created export views, set the use-export-views configuration option to `true`. Future runs of the export job will use the export views to export data.

Schedule and other export job settings

The export job does not run as part of the ETL schedule. Configuration options in the **[schedule]** section—namely, export-schedule and run-export—enable you to schedule the export job to run

regularly. You cannot run the export job on an ad hoc basis from GIM Manager. By default, the export runs at 00:20, 08:20, and 16:20 every day. Genesys rercommends that the export schedule should not be any more frequent than every 30 minutes.

Options in the **[gim-export]** section enable you to control many aspects of Job_ExportGIM functioning, such as the export chunk size, retry behavior, and export file encoding. For full information, see the gim-export Section page in the *Genesys Info Mart Options Reference.* Starting with release 8.5.116.20, you can optionally choose to encrypt the Data Export files. Use the encrypt-certificate option to specify the path to the certificate for Genesys Info Mart to use to encrypt the exported .zip files.

File/directory structure

The export is incremental and uses special audit keys to identify changes in data since the last export. At each export, a chunk of exported data is written into a separate folder that is named according to the following naming convention: `export_XXX`

where XXX consists of:

- an audit key identifier (*audit key high-water mark*)
- the maximum date of data contained in all previous exports and this export, in GMT time zone, written in the `YYYY_MM_DD_HH_MI_SS` format.

The output folder contains several .zip files, as follows:

- **export_XXX.zip** — zip file with exported data. Each table is stored in a separate file with a file name in the format **<table-name>.csv**—for example, **interaction_fact.csv**. Within a .csv file, a header line identifies the table column names. Note that, within the exported .csv files, nulls and empty strings are represented as empty fields. If the Data Export is encrypted, the file is a compressed binary named **export_XXX.zip.bin**.
- **export_XXX.zip.sha1** — checksum for **export_XXX.zip**. The checksum can be validated by sha1sum program (https://en.wikipedia.org/wiki/Sha1sum) and is used to verify that the .zip file is complete on the receiving side. If the Data Export is encrypted, the checksum is **export_XXX.zip.bin.sha1**.
- **export_XXX.extracted.xml** — metadata about **export_XXX.zip**.

Starting with release 8.5.116.12, the output folder also contains RDBMS-specific **sql_scripts/<dbms>** folders, containing the **update_target** and **make_export_views** SQL scripts described on this page.

> **Important**
>
> The subfolder **.gim** is reserved for internal use.

Checksums are also generated for each individual table .csv file. If a table does not have any changes since the last export, nothing is written for that table.

Export metadata file

Link to video

The **export_XXX.extracted.xml** metadata file includes information about the export file, as shown in the example below.

Example

```
<info>
<created-ts>1521091600</created-ts>
<gim-schema-version>8.5.009.15</gim-schema-version>
<gim-version>8.5.009.20</gim-version>
<hwm-from audit-key="13" created-ts="1520919983"/>
<hwm-to audit-key="200074" created-ts="1520995485"/>
<max-data-ts>1521006157</max-data-ts>
</info>
```

Where:

- `created-ts` — The UTC timestamp, in seconds since January 1, 1970, for the execution of the export.
- `gim-schema-version` — The version of the Info Mart database schema used to populate the tables; if export views are used, this schema version is not necessarily the same as the schema version reflected by the export views and actually used for the export.
- `gim-version` — The version of Genesys Info Mart Server that created the export files.
- `hwm-from` — The starting point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `hwm-to` — The ending point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `max-data-ts` — The maximum time, in UTC seconds, of the data contained in all previous exports and this export.

The `hwm-to` and `hwm-from` values must match between successive export runs. Use them to verify that no intermediate export file has been missed on the receiving side. For example, the next export following the example .xml file above is supposed to have `hwm-from audit-key = 200074`.

The maximum time span of data in any single export file is one day. For example, if historical reporting was not available for two days (because, for instance, the server or database has been down), the export will continue from the last exported high-water mark and move ahead one day in the data. The next export will continue from there, exporting no more than one day at a time, until the export has caught up with the current data.

Target database

Genesys provides an SQL script to assist you in creating a target schema into which to import the exported Info Mart data. (The script is **update_target_gim_db.sql, update_target_gim_db_partitioned.sql, update_target_gim_db_multilang.sql,** or **update_target_gim_db_multilang_partitioned.sql** in the **sql_scripts** folder in your Genesys Info Mart installation package. Starting with release 8.5.116.12, Genesys Info Mart also includes the

update_target_gim_db*.sql scripts in RDBMS-specific **sql_scripts/<dbms>** folders in the Data Export output package; the scripts match the Genesys Info Mart release in effect when the data export was performed.) Execute the script against your target database to create a schema consistent with the Info Mart schema. Be sure to use an **update_target_*.sql** script from the Genesys Info Mart installation package that is currently installed or that you are about to deploy.

You can also use the script to migrate your target database if the Info Mart database schema changes after you have set up your target database, and either you are not using export views or your export views have been updated to include the schema changes. The **update_target_*.sql** script enables you to migrate your target database directly from any Info Mart schema version to any later schema version, by updating the target schema with new tables or columns if they are missing.

When to run the **update_target_*.sql** script to migrate your target schema following an Info Mart migration depends on your business needs, import processing, and consumption queries, as well as on whether you are using export views.

- If you are not using export views, you might need to update your target schema and/or modify your import and other consumption queries almost immediately, before you try to import the next batch of exported data.
- If you are using export views, you can choose whether you want your export to include new data available in the Info Mart database. If you do, you can continue to export data using the existing export views, while you prepare your consumption queries (for example, you can test adjusted queries against the migrated Info Mart database).
  When you are ready, migrate your target schema by executing the **update_target_*.sql** script from the Genesys Info Mart installation package that is currently installed. Then run the migration job to refresh your export views, as described above.

Custom user-data tables—limitation

While the export job does export custom user-data tables, the **update_target_*.sql** script does not include custom tables. You must create or migrate custom user-data tables separately in your target schema.

Considerations for cross-platform export and import

Genesys Info Mart supports data export and import across RDBMS platforms. For example, you can export data from a PostgreSQL Info Mart database and import it into a Microsoft SQL Server database.

If you are importing data into a Microsoft SQL Server database, note the following considerations:

- **Case-sensitive vs. case-insensitive data** — Starting with release 8.5.015.07, Genesys Info Mart supports either a case-sensitive or a case-insensitive collation for the Info Mart database in Microsoft SQL Server deployments. (In earlier releases, Genesys Info Mart required a case-insensitive collation.) Starting with release 8.5.014.34, the **update_target_*.sql** script for a Microsoft SQL Server target database schema is compatible with a case-sensitive Microsoft SQL Server collation.
  If you plan to import case-sensitive data from an Oracle or PostgreSQL Info Mart database into a Microsoft SQL Server target database, ensure that your target database is case-sensitive.
- **Index size limitation** — Remember that a Microsoft SQL Server limitation restricts the maximum length of index keys.
  In releases earlier than 8.5.014.34, the sizes of many columns in dimension tables in the target database schema defined for Microsoft SQL Server were reduced, to ensure that indexes did not exceed Microsoft SQL Server size limits. Starting with release 8.5.014.34, the sizes of all columns

defined in the **update_target_*.sql** scripts are the same across all RDBMS platforms.

For a list of the dimension columns that were modified in the **update_target_*.sql** scripts for Microsoft SQL Server, see New in Release 8.5.014.34.

> **Important**
>
> If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

Consumption

The exported table data typically contains a mix of created and updated rows. For this reason, you should merge newly exported data with existing data loaded from prior exports. For example, first, load the export files into a temporary table and then use an SQL merge statement based on the primary key for the table to merge the data into a permanent target table that holds the cumulative data from prior exports.

Process the export folders in order by folder name.

If necessary, you can restart the export data stream from the beginning or from a fixed date. Also, you can re-export a time span backwards from the most recent export.

Data decoding

The data is exported into .csv files that are formatted in accordance with RFC 4180 (https://www.ietf.org/rfc/rfc4180.txt). The exported data must be decoded properly before it is imported into the target database for custom reporting or archiving purposes. Customers should perform decoding of the exported .csv files according to the guidelines in RFC 4180. Properly decoded data is expected to fit into the target schema that is created by Genesys-provided scripts without the need to increase field sizes.

Handling Unicode characters

Special considerations are required for data that includes Unicode characters. By default, Genesys Info Mart encodes the exported data using Eight-bit Unicode Transformation Format (UTF8) character encoding. However, both the original Info Mart database and the target database must be set up to accommodate Unicode characters in respective database fields, as follows:

- For Microsoft SQL Server, specify the NVARCHAR(N) data type for the columns that store Unicode data
- For Oracle, specify **AL32UTF8** as the database character set when creating the database
- For PostgreSQL, choose the default encoding, which is **UTF8**, when creating the database

Subsequently, a special "multilanguage" version of the Genesys-provided SQL script is required to

create both the Info Mart schema and a target schema with the fields that store data with Unicode characters.

On-premises customers are advised to keep the default value of utf8 for the gim-export/output-files-encoding configuration option, to ensure that Unicode characters are stored properly in the .csv files (see Schedule and other export job settings).

Finally, when exported data is decoded before being imported into the target database, .csv file decoding must be done using UTF8 encoding.

Following the above guidelines will help to avoid issues such as data corruption due to data not being decoded properly or data import due to data length being larger than the column size in the target database.

GDPR compliance

Genesys Info Mart data complies with General Data Protection Regulation (GDPR) requirements. However, depending on when you export Info Mart data in relation to specific GDPR requests, as well as when and how you process the exported data, your target database or retained export files might contain personally identifiable information (PII) that needs to be redacted.

You are responsible for implementing adequate processes to ensure that any PII in your exported Info Mart data is handled in accordance with GDPR requirements, including using suitable retention periods or redacting data to comply with "forget" requests.

For details about which Info Mart tables potentially contain PII, see the description of the CTL_GDPR_HISTORY table. (Note that this table is not included in your data export.)