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# Genesys Info Mart Physical Data Model for an Oracle Database

Table `CALLBACK_DIAL_RESULTS`

# 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	NUMBER(10)	X	X		
DIAL_1_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_2_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN

Table CALLBACK\_DIAL\_RESULTS

Column	Data Type	P	M	F	DV
DIAL_3_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_4_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_5_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
CREATE_AUDIT_KEY	NUMBER(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

## Table CALLBACK\_DIAL\_RESULTS

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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_RESULTSX			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	

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## Subject Areas

No subject area information available.