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Genesys Info Mart Physical Data Model for an Oracle Database

Table INTERACTION_DESCRIPTOR

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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: Prior to 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	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CUSTOMER_SEGMENT	VARCHAR2(255 CHAR)		X		DEFAULT_CUSTOMER_SEGMENT
SERVICE_TYPE	VARCHAR2(255 CHAR)		X		DEFAULT_SERVICE_TYPE
SERVICE_SUBTYPE	VARCHAR2(255 CHAR)		X		DEFAULT_SERVICE_SUBTYPE
BUSINESS_RESULT	VARCHAR2(255 CHAR)		X		DEFAULT_BUSINESS_RESULT
PURGE_FLAG	NUMBER(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			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.