Genesys Info Mart Physical Data Model for an Oracle Database

Table POST_CALL_SURVEY_DIM_6

4/25/2025

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	NUMBER(10)	X	X		

Table POST_CALL_SURVEY_DIM_6

Column	Data Type	P	M	F	DV
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_IRECOMMENDSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_COMPLETE	VARCHAR2(10 CHAR)		X		NO_VALUE
SURVEY_RECORDING	VARCHAR2(10 CHAR)		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	X		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.