GENESYS™

Genesys Info Mart Physical Data Model for an Oracle Database

Table REQUESTED_SKILL

4/14/2025

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	NUMBER(19)	X	X		
SKILL_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
SKILL_COMBINATION_KEY	NUMBER(10)		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
SKILL_LEVEL	NUMBER(10)				
PURGE_FLAG	NUMBER(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.