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# Genesys Info Mart Physical Data Model for an Oracle Database

Table REQUESTED\_SKILL\_COMBINATION

# 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_NUMBER	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
SKILL_COMBINATION_STRING	VARCHAR2(255 CHAR)		X		
SKILL_COMBINATION_AUX_KEY	VARCHAR2(255)				

Table REQUESTED\_SKILL\_COMBINATION

Column	Data Type	P	M	F	DV
	CHAR)				
SKILL_COUNT	NUMBER(5)		X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
PURGE_FLAG	NUMBER(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.