Genesys Info Mart Physical Data Model for an Oracle Database

Table ROUTING_TARGET

4/2/2025

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: ROUTING_TARGET_TYPE, ROUTING_TARGET_TYPE_CODE, TARGET_OBJECT_SELECTED, AGENT_GROUP_NAME, PLACE_GROUP_NAME, SKILL_EXPRESSION); 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 routing targets that are selected by the router. It enables aggregation, based on the number of times that the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the ROUTING_TARGET_TYPE column for a list of target types. A new row is issued for each distinct routing target that is 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
ROUTING_TARGET_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
ROUTING_TARGET_TYPE	VARCHAR2(64 CHAR)				
ROUTING_TARGET_TYPE_CODE	VARCHAR2(64 CHAR)				
TARGET_OBJECT_SELECTED	VARCHAR2(255 CHAR)				
AGENT_GROUP_NAME	VARCHAR2(255 CHAR)				
PLACE_GROUP_NAME	VARCHAR2(255 CHAR)				
SKILL_EXPRESSION	VARCHAR2(255 CHAR)				
PURGE_FLAG	NUMBER(1)				

ROUTING_TARGET_KEY

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.

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.

ROUTING_TARGET_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

single-language databases)
The type of routing target. This field is set to one of the following values:

- Unspecified
- Default
- Agent
- Place
- Agent Group

- Agent Group With Skill Expr
- Skill Expression
- Place Group
- Routing Point
- Queue

- Queue Group
- Regular DN
- Campaign Group
- Destination Label
- Workbin

This value can change with localization.

ROUTING_TARGET_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The code of the routing target type. This field is set to one of the following values:

- UNSPECIFIED
- DEFAULT
- AGENT
- PLACE
- AGENT GROUP

- AGENT GROUP WITH SKILL EXPR
- SKILL EXPRESSION
- PLACE GROUP
- ROUTING POINT
- QUEUE

- QUEUE GROUP
- REGULAR DN
- CAMPAIGN GROUP
- DESTINATION LABEL
- WORKBIN

This value does not change with localization.

TARGET_OBJECT_SELECTED

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The object that is targeted by the Router.

AGENT_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The agent group that is targeted by the Router.

PLACE_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

single-language databases)
The place group that is targeted by the Router.

SKILL_EXPRESSION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The skill expression that is used in conjunction with the agent group that is targeted by the Router. The skill expression is formulated by the routing strategy.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- 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.