GENESYS™

Genesys Info Mart Physical Data Model for an Oracle Database

Table STRATEGY

4/2/2025

Table STRATEGY

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STRATEGY_TYPE, STRATEGY_TYPE_CODE, and STRATEGY_NAME 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 the associated routing strategy. Each row describes one routing strategy that has operated on an interaction. A new row is issued for each distinct strategy, strategy result, and reason 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
STRATEGY_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	

Column	Data Type	P	M	F	DV
STRATEGY_TYPE	VARCHAR2(255 CHAR)				
STRATEGY_TYPE_CODE	VARCHAR2(32 CHAR)				
STRATEGY_NAME	VARCHAR2(255 CHAR)				
PURGE_FLAG	NUMBER(1)				

STRATEGY_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.

STRATEGY_TYPE

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

- Unspecified
- RoutingStrategy

This value can change with localization.

STRATEGY_TYPE_CODE

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

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

STRATEGY_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the 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.