Genesys Info Mart Physical Data Model for an Oracle Database

Genesys Info Mart Tenant User Schema and Tenant Views

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A Genesys-provided script, named `make_gim_view_for_tenant.sql`, is used to create read-only views to access data in the Genesys Info Mart fact and dimension tables.

The views are created in:

- Genesys Info Mart database schema, in both multi-tenant and single-tenant environments
- Tenant User database schema, in a multi-tenant environment

In a multi-tenant environment, the two types of views can be used in combination.

Views in the Genesys Info Mart Database Schema

The purpose of these views (referred to as tenant-specific views in the Genesys Info Mart Data Organization and Tenant Views diagram) is to provide read-only access to data in the Genesys Info Mart database schema for tenant users who are working only with the data for a particular tenant. A separate set of views is created for each particular tenant. When the tenant administrator creates these views by using the `make_gim_view_for_tenant.sql` script, the script generates the names for created views.

Multi-tenant deployment applications should query Genesys Info Mart data by using these read-only views, instead of querying the tables and views that reside in the Genesys Info Mart database schema.

To restrict data access in single-tenant deployments, use the same script to create a similar set of read-only views. The data organization for the Tenant User that is shown in the Genesys Info Mart Data Organization and Tenant Views diagram is applicable to single-tenant deployments in which data-access views are created.

Views in the Tenant User Database Schema

These views (shown within the Tenant User database schema in Genesys Info Mart Data Organization and Tenant Views) can be used to make data access more specific to the needs of a particular tenant user. The tenant administrator creates these views in separate Tenant User database schemas by using the same `make_gim_view_for_tenant.sql` script.

Because each tenant's data is exposed through a different database schema, tenant administrators can control user access to tenant-specific data.

Each Tenant User schema has a view on a single DATE_TIME table, so each schema supports a single time zone. To provide reports in multiple time zones, the downstream report developer must use a separate Tenant User schema for each time zone.

The Genesys Info Mart Data Organization and Tenant Views diagram shows a Tenant User schema that contains table views for only one tenant. However, to simplify deployment of the reporting solution, Genesys Info Mart supports creating table views for more than one tenant in the same Tenant User schema. Therefore, the tenant administrator does not need to create a separate Tenant User schema for each combination of time zone and tenant. Instead, the tenant administrator can include all tenants, or a group of tenants, in a single schema per time zone. For more information, see Creating Read-Only Tenant Views in the *Genesys Info Mart Deployment Guide*.

Each Tenant User database schema contains:

- Dimension views
- Fact views

The structure of the views created in the Tenant User database schema is identical to that of their underlying dimension and fact tables or views in the Genesys Info Mart database schema. For this reason, subject area diagrams and descriptions for the Tenant User views are not provided in this document.

A Tenant User database schema contains the following views, as well as additional views that are created for custom user data tables. For internal reasons in the case of some of the dimension views, the Tenant User schema includes views of both the dimension view and its underlying table.

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BGS_SESSION_FACT
- BOT_ATTRIBUTES
- BOT_INTENT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CALL_RESULT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CDR_DIM1
- CDR_FACT
- CHAT_SESSION_DIM
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_END_REASON
- COBROWSE_FACT
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_ATTEMPT_FACT
- CONTACT_INFO_TYPE

- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_FACT
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_FACT
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIATION_SEGMENT_FACT
- MEDIA_ORIGIN
- MEDIA_TYPE
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITIES_FACT
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_BOTS_FACT
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_CUST_ATRIBUTES_FACT
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_FACT
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SESSION_FACT
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_FACT
- SDR_SURVEY_I1
- SDR_SURVEY_I2

- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_