



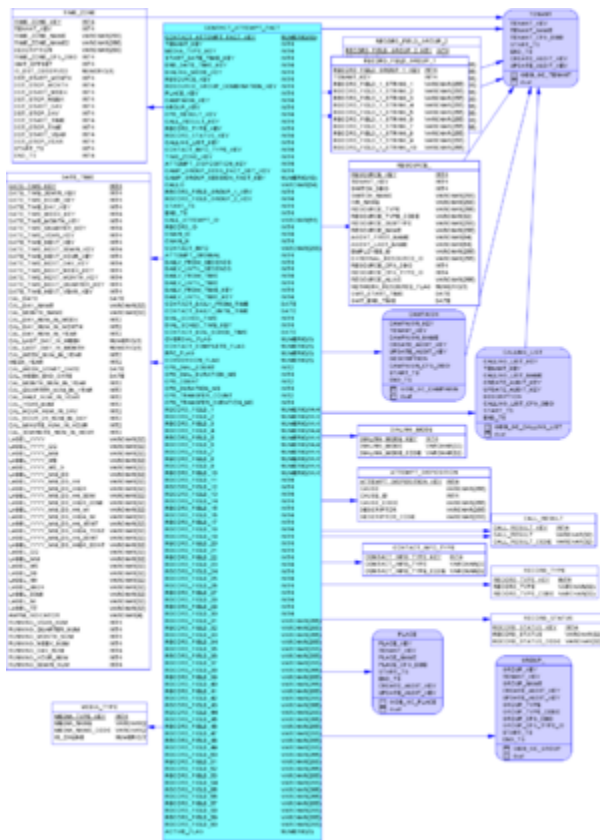
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# Genesys Info Mart Physical Data Model for a PostgreSQL Database

Contact\_Attempt Subject Area

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This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.



Contact\_Attempt Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>ATTEMPT_DISPOSITION</b>	Indicates what event caused termination of a contact attempt.
<b>CALL_RESULT</b>	Enables facts to be described based on attributes of an outbound campaign call result.
<b>CONTACT_ATTEMPT_FACT</b>	Represents a processing attempt for an outbound campaign contact.
<b>CONTACT_INFO_TYPE</b>	Allows facts to be described based on attributes of an outbound campaign contact information type.
<b>DATE_TIME</b>	Allows facts to be described by attributes of a calendar date and 15-minute interval.

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Table/View	Description
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.