GENESYS™

Genesys Info Mart Physical Data Model for a PostgreSQL Database

Interaction Subject Area

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This subject area represents interactions from the perspective of a customer experience.
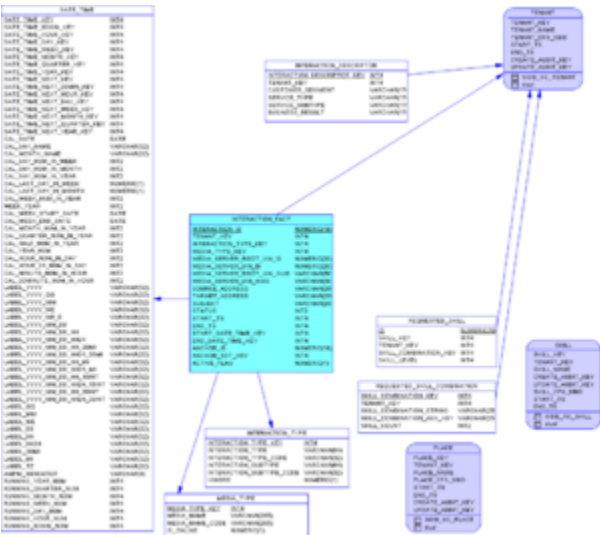
Interaction Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.