Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table INTERACTION_RESOURCE_FACT

4/13/2025

Table INTERACTION_RESOURCE_FACT

Description

Modified: 8.5.116.45 (size of the ORSSESSIONID column increased); 8.5.116.12 (ORSSESSIONID added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.006 (TARGET_ADDRESS column added); 8.5.004 (IRF_ANCHOR_SENT_TS renamed to IRF_ANCHOR_TS; LAST_INTERACTION_RESOURCE column populated for all media types; scope of ANCHOR_FLAGS_KEY extended; columns added: FOCUS_TIME_COUNT, FOCUS_TIME_DURATION, ASM_COUNT, ASM_ENGAGE_DURATION); 8.5.003 (IRF_ANCHOR_DATE_TIME_KEY column renamed to IRF_ANCHOR_SENT_TS; LAST_INTERACTION_RESOURCE column populated for voice); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (scope of some CONS_* fields expanded to include chat consultations)

In partitioned databases, this table is partitioned.

This table represents a summary of an attempt to:

- Start a new interaction.
- Handle an existing interaction.
- Mediate and handle an interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs that have no associated agents) and mediation resources in which the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table as a result of one of the following call scenarios:

- A new interaction was initiated by a contact center resource.
- An attempt to transfer an interaction or an attempt to consult or conference additional contact center resources was initiated by a handling resource.
- An interaction was delivered to a handling resource, either directly or through one or more mediation resources.
- An interaction was delivered to a handling resource as a result of consultation, transfer, or conference, either directly or through one or more mediation resources.
- An interaction was abandoned at a mediation resource while trying to reach a handling resource.
- An attempt to deliver a transfer or consultation or an attempt to initiate a conference was abandoned while the transferred, consultation, or conferenced interaction was at a mediation resource, trying to

reach a handling resource.

- Starting with release 8.5.003, in eServices outbound scenarios where an outbound interaction is created outside the scope of eServices (for example, by OCS) and placed into an Interaction Queue, a strategy handles the interaction without agent involvement.

This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time that is spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in the UTC time zone. They are also stored as DATE_TIME dimension references.

Media-neutral counts and durations are provided to categorize the time that is spent on various activities, such as time that is spent in mediation in queues, routing points, and IVRs.

Customer-related counts and durations are provided to categorize the time that is spent on the interactions in which customers are present, regardless of whether the customer is internal or external.

> ### Tip
> For clarifications about customer and non-customer metrics, refer to the information about Populating Interaction Resource Data in the *Genesys Info Mart User's Guide.* (Genesys Engage cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting guide.*)

The RESOURCE_ dimension represents the resource that is involved with this interaction resource fact.

The PLACE dimension indicates the place at which the IRF was processed.

The TECHNICAL_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service that is being requested.

The STRATEGY dimension identifies the Genesys routing strategy that processed the IRF.

The ROUTING_TARGET and REQUESTED_SKILL dimensions indicate the activities of the Genesys router by identifying the target that was selected and the list of skills that were requested to process the IRF.

The ANCHOR_FLAGS dimension identifies aspects of a handling resource's participation in interactions that are relevant for metrics about unique participations in an interaction or thread.

As previously indicated, many interaction attributes are formally modeled. However, deployment-specific attributes are represented in the model in the form of user-defined attached data. Low-cardinality string user data that is associated with the interaction resource are represented by using

the IRF_USER_DATA_KEYS and USER_DATA_CUST_DIM_1 dimensions. Numeric user data and high-cardinality string user data that are associated with the interaction resource are represented by using the IRF_USER_DATA_GEN_1 and IRF_USER_DATA_CUST_1 fact extension tables.

> ### 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
INTERACTION_RESOURCE_ID	numeric(19)	X	X		
TENANT_KEY	integer		X	X	
INTERACTION_TYPE_KEY	integer		X	X	
MEDIA_TYPE_KEY	integer		X	X	
TECHNICAL_DESCRIPTOR_KEY	integer		X	X	
MEDIA_RESOURCE_KEY	integer		X	X	
RESOURCE_GROUP_COMBINATION_KEY	integer		X	X	
PLACE_KEY	integer		X	X	
STRATEGY_KEY	integer		X	X	
ROUTING_TARGET_KEY	integer		X	X	
REQUESTED_SKILL_KEY	integer		X	X	
INTERACTION_SDT_KEY	integer			X	
INTERACTION_ID	numeric(19)		X	X	
RES_PREVIOUS_SM_STATE_KEY	integer		X	X	
RES_PREV_SM_STATE_FACT_SDT_KEY	integer			X	
RES_PREVIOUS_SM_STATE_FACT_KEY	numeric(19)			X	
RESOURCE_KEY	integer		X	X	
LAST_RP_RESOURCE_KEY	integer		X	X	
LAST_QUEUE_RESOURCE_KEY	integer		X	X	
LAST_VQUEUE_RESOURCE_KEY	integer		X	X	

Column	Data Type	P	M	F	DV
LAST_IVR_RESOURCE_KEY	integer		X	X	
PREV_IRF_SDT_KEY	integer				
PREV_IRF_ID	numeric(19)				
MEDIATION_SEGMENT_SDT_KEY	integer			X	
MEDIATION_SEGMENT_ID	numeric(19)			X	
MEDIATION_RESOURCE_KEY	integer		X	X	
MEDIATION_START_DATE_TIME_KEY	integer			X	
INTERACTION_RESOURCE_ORDINAL	smallint				
IRF_ANCHOR	numeric(1)				
IRF_ANCHOR_DATE_TIME_KEY *Discontinued in release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	integer				
IRF_ANCHOR_SENT_TS *Discontinued in release 8.5.004 (renamed to IRF_ANCHOR_TS)	integer				
IRF_ANCHOR_TS	integer				
ANCHOR_FLAGS_KEY	integer			X	
LAST_INTERACTION_RESOURCE	numeric(1)				
LAST_MEDIATION_SEGMENT_SDT_KEY	integer			X	
LAST_MEDIATION_SEGMENT_ID	numeric(19)			X	
RECEIVED_FROM_IXNRES_SDT_KEY	integer				
RECEIVED_FROM_RESOURCE_ID	numeric(19)				
PARTYGUID	varchar(50)				
TARGET_ADDRESS	varchar(255)				
LEAD_CLIP_DURATION	integer				
TRAIL_CLIP_DURATION	integer				
ROUTING_POINT_DURATION	integer				
QUEUE_DURATION	integer				
IVR_PORT_DURATION	integer				
HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_COUNT	smallint				
PREVIOUS_MEDIATION_DURATION	integer				
MEDIATION_DURATION	integer				
MEDIATION_COUNT	smallint				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				

Column	Data Type	P	M	F	DV
SHORT_ABANDONED_FLAG	numeric(1)				
STOP_ACTION	numeric(1)				
DIAL_COUNT	smallint				
DIAL_DURATION	integer				
RING_COUNT	smallint				
RING_DURATION	integer				
TALK_COUNT	smallint				
TALK_DURATION	integer				
HOLD_COUNT	smallint				
HOLD_DURATION	integer				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	integer				
CUSTOMER_DIAL_COUNT	smallint				
CUSTOMER_DIAL_DURATION	integer				
CUSTOMER_RING_COUNT	smallint				
CUSTOMER_RING_DURATION	integer				
CUSTOMER_TALK_COUNT	smallint				
CUSTOMER_TALK_DURATION	integer				
CUSTOMER_HOLD_COUNT	smallint				
CUSTOMER_HOLD_DURATION	integer				
CUSTOMER_ACW_COUNT	smallint				
CUSTOMER_ACW_DURATION	integer				
POST_CONS_XFER_TALK_COUNT	smallint				
POST_CONS_XFER_TALK_DURATION	integer				
POST_CONS_XFER_HOLD_COUNT	smallint				
POST_CONS_XFER_HOLD_DURATION	integer				
POST_CONS_XFER_RING_COUNT	smallint				
POST_CONS_XFER_RING_DURATION	integer				
CONF_INIT_TALK_COUNT	smallint				
CONF_INIT_TALK_DURATION	integer				
CONF_INIT_HOLD_COUNT	smallint				
CONF_INIT_HOLD_DURATION	integer				
CONF_JOIN_RING_COUNT	smallint				
CONF_JOIN_RING_DURATION	integer				
CONF_JOIN_TALK_COUNT	smallint				
CONF_JOIN_TALK_DURATION	integer				
CONF_JOIN_HOLD_COUNT	smallint				

Column	Data Type	P	M	F	DV
CONF_JOIN_HOLD_DURATION	integer				
CONFERENCE_INITIATED_COUNT	smallint				
CONS_INIT_DIAL_COUNT	smallint				
CONS_INIT_DIAL_DURATION	integer				
CONS_INIT_TALK_COUNT	smallint				
CONS_INIT_TALK_DURATION	integer				
CONS_INIT_HOLD_COUNT	smallint				
CONS_INIT_HOLD_DURATION	integer				
CONS_RCV_RING_COUNT	smallint				
CONS_RCV_RING_DURATION	integer				
CONS_RCV_TALK_COUNT	smallint				
CONS_RCV_TALK_DURATION	integer				
CONS_RCV_HOLD_COUNT	smallint				
CONS_RCV_HOLD_DURATION	integer				
CONS_RCV_ACW_COUNT	smallint				
CONS_RCV_ACW_DURATION	integer				
AGENT_TO_AGENT_CONS_COUNT	smallint				
AGENT_TO_AGENT_CONS_DURATION	integer				
FOCUS_TIME_COUNT	smallint				
FOCUS_TIME_DURATION	integer				
ASM_COUNT	smallint				
ASM_ENGAGE_DURATION	integer				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	integer		X	X	
END_DATE_TIME_KEY	integer			X	
START_TS	integer				
END_TS	integer				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				
ORSSESSIONID	varchar(128)				

INTERACTION_RESOURCE_ID

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the type of the interaction. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the role and result of the participation of the IRF resource in the interaction.

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an agent or IVR IRF resource, this key refers to the DN of the agent or of the IVR; for a routing point or queue resource (including interaction queue or workbin), this key holds the same value as RESOURCE_KEY.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this table to the RESOURCE_GROUP_COMBINATION dimension, to identify a specific combination of resource groups to which the IRF resource belonged when the IRF began. This field references the default "No Group" (-2) dimension value if the IRF resource belongs to no group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

PLACE_KEY

The surrogate key that is used to join the PLACE dimension, to the fact tables to identify the place that is associated with the media resource key.

STRATEGY_KEY

The surrogate key that is used to join this table to the STRATEGY dimension, to identify the name of the routing strategy that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

ROUTING_TARGET_KEY

The surrogate key that is used to join this table to the ROUTING_TARGET dimension, to identify the routing target that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

REQUESTED_SKILL_KEY

The surrogate key that is used to join the REQUESTED_SKILL_COMBINATION dimension and, indirectly, the REQUESTED_SKILL dimension to the fact tables, to identify the requested skills that are associated with the interaction. If requested skills were not specified for this interaction, this key references the default "No Skill" (-2) dimension value.

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the INTERACTION_ID field. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

INTERACTION_ID

The value of the interaction fact primary key.

RES_PREVIOUS_SM_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

RES_PREV_SM_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, RES_PREV_SM_STATE_FACT_SDT_KEY in combination with RES_PREVIOUS_SM_STATE_FACT_KEY forms a value of the composite primary key for the

SM_RES_STATE_FACT table.

RES_PREVIOUS_SM_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join this table to the SM_RES_STATE_FACT table, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this value is NULL.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the IRF resource.

LAST_RP_RESOURCE_KEY

For voice interactions, used to join this table to the RESOURCE_ dimension, to indicate the last routing point that the interaction passed through prior to arriving at the IRF resource. For multimedia interactions, this key references the RESOURCE_ dimension that represents the last routing strategy. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a routing point resource (for voice interactions) or routing strategy (for multimedia interactions). If the IRF ended in a routing point resource (for voice interactions) or routing strategy (for multimedia interactions), this value is the same as RESOURCE_KEY.

LAST_QUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource. The "last queue" refers to the last ACD queue (for voice interactions) or interaction queue or workbin (for multimedia interactions). The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a queue resource. If the interaction that this IRF represents ended in a queue resource, this value is the same as RESOURCE_KEY.

LAST_VQUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a virtual queue resource. If the interaction that this IRF represents ended in a virtual queue resource, this value is the same as RESOURCE_KEY.

LAST_IVR_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last non-self service IVR that the interaction passed through prior to arriving at the IRF resource. (Self-service IVRs generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve an IVR resource. If the interaction that this IRF represents ended in an IVR resource, this value is the same as RESOURCE_KEY. The field is populated for voice interactions only.

PREV_IRF_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by PREV_IRF_ID. On a partitioned database, PREV_IRF_SDT_KEY in combination with PREV_IRF_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

PREV_IRF_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the interaction resource fact, if any, that caused the creation of this IRF in case of internal, consultation, or transferred interactions.

For voice interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.

- For a resource that receives an internal or consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the call. This logic also applies to two-step transfers and two-step conferences.

- For a resource that initiates a consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original call.

- For a resource that receives a transferred call in a single-step transfer, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.

- For a resource that receives a single-step conference call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available; otherwise, the INTERACTION_RESOURCE_ID value of the oldest IRF record that was created for the resource that potentially initiated the conference.

- For a resource that receives a redirected call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original call.

For multimedia interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.

- For a resource that receives an internal or consultation interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the interaction.

- For a resource that receives a transferred interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.

- For a resource that receives a conference interaction, the INTERACTION_RESOURCE_ID value of the IRF

record that was created for the resource that initiated the conference, if this information is available.

- For a resource that receives a redirected interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original interaction.

- For a resource that initiates an outbound reply e-mail message, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.

- For a resource that initiates an e-mail collaboration, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.

- For a resource that replies to a collaboration e-mail, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original collaboration e-mail message.

- For a resource that receives an e-mail collaboration reply, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that replied to a collaboration e-mail.

MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the mediation resource that distributed the interaction. This value is populated for the following mediation resources:

- An ACD or virtual queue (for voice interactions)

- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).

- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_SEGMENT_ID contains only propagated information.

This value is NULL in all other cases.

MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension that identifies the mediation resource that distributed the interaction. The key is provided for the following mediation DNs:

- An ACD or a virtual queue (for voice interactions)

- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).

- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_RESOURCE_KEY of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_RESOURCE_KEY contains only propagated information.

This key references the default "No Resource" (-2) dimension value in all other cases.

MEDIATION_START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction began mediation to the IRF resource. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

INTERACTION_RESOURCE_ORDINAL

This field is reserved.

IRF_ANCHOR

This field is set to 1 for a single IRF out of all IRFs that are associated with a given interaction, to indicate that this row represents either:

- The first resource that handled an interaction (usually an agent or self-service IVR application).

- The resource in which the interaction was abandoned or stopped, if no resource handled the interaction.

In the case of offline multimedia interactions (such as e-mail), this field is set to 2 for the row that represents the agent that first sent a response successfully.

This field is set to 0 for all other IRFs that are associated with the same interaction.

IRF_ANCHOR_DATE_TIME_KEY

Discontinued: Release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)

For offline multimedia interactions, this field helps to identify the start of a 15-minute interval in which the first reply for this interaction was sent. Use this value as a surrogate key to join to any

configured DATE_TIME dimension.

This field is set to the key value for an IRF that has the IRF_ANCHOR value of 2 and that has been created for offline multimedia interactions.

This value is set to NULL for:

- An IRF that has the IRF_ANCHOR value of 0, regardless of media type.
- An IRF that has the IRF_ANCHOR value of 1, but is created for an offline e-mail interaction.
- An IRF that is created for a voice interaction.

Starting with release 8.5.003, when this column was renamed to IRF_ANCHOR_SENT_TS, population of this field changed.

IRF_ANCHOR_SENT_TS

Introduced: Release 8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)
Discontinued: Release 8.5.004 (renamed to IRF_ANCHOR_TS)

For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated only if IRF.IRF_ANCHOR has a value of 2; otherwise the field has a value of NULL.

In releases earlier than 8.5.003, this column was named IRF_ANCHOR_DATE_TIME_KEY and behavior was different. Starting with release 8.5.004, when this column was renamed to IRF_ANCHOR_TS, population of this field was expanded to include chat interactions.

IRF_ANCHOR_TS

Introduced: Release 8.5.004 (renamed from IRF_ANCHOR_SENT_TS)
For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated for offline multimedia interactions only if IRF.IRF_ANCHOR has a value of 2.

Starting with release 8.5.004, this field is populated for online multimedia interactions (chat) in each IRF record that is active when the customer leaves the chat session, if data about the party that ended a chat session is available from Interaction Concentrator:

- If the customer leaves a chat session before the agent, this field records the time when the customer left.
- If the customer does not leave a chat session before the agent, this field records the time when the chat session was stopped by the agent.

The value of this field is NULL in all other cases.

In releases earlier than 8.5.004, this column was named IRF_ANCHOR_DATE_TIME_KEY or IRF_ANCHOR_SENT_TS, and behavior was different.

ANCHOR_FLAGS_KEY

Modified: 8.5.004 (scope extended)
The surrogate key that is used to join the ANCHOR_FLAGS dimension to the fact tables, to provide indications about first participations in interactions and threads.

Starting with release 8.5.004, this flag also indicates whether the customer left a chat first, if data about the party that ended a chat session is available from Interaction Concentrator. In chat conferences, the flag is set for each IRF record that was active when the customer left. The time that the customer left the chat is recorded in the IRF_ANCHOR_TS field.

LAST_INTERACTION_RESOURCE

Modified: 8.5.003 and 8.5.004 (behavior changed)
Identifies the last resource to enter the interaction. This field is set to 1 for a single IRF out of all IRF records that are associated with a given interaction, to indicate the last resource to enter the interaction. This field is set to 0 for all other IRFs that are associated with the same interaction.

Prior to release 8.5.003, this field was reserved. In release 8.5.003, this field was populated for voice interactions. Starting with release 8.5.004, this column is supported for all media types.

LAST_MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the LAST_MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

LAST_MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the MSF row that describes the last mediation resource that was involved in the interaction during an attempt to reach a handling resource, regardless of whether the attempt to reach the handling resource succeeded.

The field is also populated with propagated mediation information for an IRF resource that:

- Initiates a consultation interaction (for voice or multimedia interactions)
- Initiates a reply (for offline multimedia interactions)

The propagated information indicates the last mediation resource that was involved in the attempt to distribute the parent interaction to this IRF resource. In these cases, the value of the field is the LAST_MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. In IRF records in which the LAST_MEDIATION_SEGMENT_ID contains only propagated information, the value of the MEDIATION_COUNT is 0.

The value of this field is NULL in all other cases.

RECEIVED_FROM_IXN_RES_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the RECEIVED_FROM_IXN_RESOURCE_ID field. On a partitioned database, RECEIVED_FROM_IXN_RES_SDT_KEY in combination with RECEIVED_FROM_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

RECEIVED_FROM_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the resource, if any, that originated the consultation with, transfer to, or conference with, the handling resource that is the subject of this IRF record.

The value of this field is NULL in all other cases.

PARTYGUID

The unique ID of the party instance, as generated by ICON. This ID remains unchanged during the lifetime of the party.

TARGET_ADDRESS

Introduced: Release 8.5.006
The target media address that received the interaction, such as DNIS for voice media. This field, which is applicable to voice interactions, is populated only when the corresponding value in the TECHNICAL_DESCRIPTOR.RESOURCE_ROLE_CODE field is either "INITIATED" or "INITIATEDCONSULT"; otherwise, this field is null.

LEAD_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the participation of the IRF resource in the interaction to the end of the first interval.

TRAIL_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the last interval to the end of the participation of the IRF resource in the interaction.

ROUTING_POINT_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in routing point resources (for voice interactions) or in routing strategy resources (for multimedia interactions) prior to arriving at the IRF resource.

QUEUE_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in ACD queue resources (for voice interactions) or in interaction queue or workbin resources (for multimedia interactions) prior to arriving at the IRF resource.

IVR_PORT_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR resources prior to arriving at the IRF resource.This field is populated for voice interactions only.

HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction or consultation, or initiated an interaction or consultation. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction or consultation, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

For multimedia interactions, the value is 1 when the IRF resource (agent) was connected to the interaction. The value is 0, otherwise.

CUSTOMER_HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction when the customer was present, or initiated an outbound interaction. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction when the customer was present, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

The value 0 is also populated for initiated and received consultations, because the customer is not

present.

For multimedia interactions, this value equals the value of HANDLE_COUNT if the activity that is performed by the IRF resource is customer-related. In the case of e-mail interactions, this includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message back to the customer. Consultations (called collaborations, for e-mail) are not considered directly customer-related and are excluded from the count.

PREVIOUS_MEDIATION_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of the following:

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time (for voice interactions) or alerting time (for multimedia interactions).

MEDIATION_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or non-self service IVRs) prior to reaching the resource that is represented by the IRF row. This time is measured from the mediation start time of the IRF to the moment at which the interaction arrives at the resource that is represented by the IRF row. This value does not include ring time (for voice interactions) or alerting time (for multimedia interactions) at the IRF resource. For an IRF row that represents a mediation resource in which an interaction ended, MEDIATION_DURATION includes the mediation time at this mediation resource.

MEDIATION_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0 = No, 1 = Yes.

MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the required timeframe, based on the value of the SERVICE_OBJECTIVE field value that is stored in the IRF_USER_DATA_GEN_1 table: 0 = No, 1 = Yes.

SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned inside the short-abandoned threshold (determined by the **short-abandoned-threshold** configuration option) while at the IRF resource.

STOP_ACTION

For voice calls, serves as a flag to indicate whether the party that is the subject of the IRF row initiated release of the call. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

While the valid values are consistent for voice and multimedia interactions, their meaning is slightly different.

For voice calls, this field is set to one of the following values:

- NULL (unknown) — The default value that indicates that either the flag is not applicable or information on which party released the call is not available from IDB. This is the case when an empty string is the value of GSYS_EXT_VCH2 in the G_CALL_STAT table in IDB and, therefore, in the GIDB_G_CALL_STAT_V table in GIDB.

- 1 (true) — The resource that is the subject of the IRF row initiated release of the call. If the subject of the IRF is an agent who released the call, this value reliably indicates that the agent was on the call at the time the call was released.

- 0 (false) — The resource that is the subject of the IRF row did not initiate release of the call. If the subject of the IRF is an agent who did not release the call, the agent may or may not have been present on the call at the time the call was released.

For multimedia interactions, this field is set to one of the following values:

- NULL — The interaction was not stopped at the associated IRF resource. This is the default value.

- 1 (true) — The interaction was stopped by the associated IRF resource.

- 0 (false) — The interaction was stopped at the associated IRF resource by an entity that was not a party to the interaction (for example, a Media Server).

Note: For voice calls, the STOP_ACTION flag is a reliable indicator of whether the subject of the IRF row initiated release of the call except for scenarios for which limitations are described in the Interaction Concentrator 8.1 documentation and may still exist in subsequent releases. These scenarios include, for example, two-step transfer or two-step conference, or a call being terminated while ICON is down.

DIAL_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

DIAL_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration

starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated prior to being answered. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

RING_COUNT

For voice interactions, indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0 = No, 1 = Yes. The field applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

For multimedia interactions, indicates whether the IRF resource was offered a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

RING_DURATION

For voice interactions, the number of seconds that the voice interaction was ringing at the self-service IVR or agent resource that is associated with the voice interaction resource fact.

For multimedia interactions, the number of seconds that the party that is associated with this resource interaction was in an alerting state. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when the IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

TALK_COUNT

For voice interactions, indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0 = No, 1 = Yes.

For multimedia interactions, indicates whether the agent resource was handling a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

TALK_DURATION

For voice interactions, the number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

For multimedia interactions, the number of seconds that the agent resource was handling a multimedia interaction. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

HOLD_COUNT

When this field is populated for voice interactions, the value is the count of the number of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin an interaction that the resource either received or initiated. (Refer to the Terminology page in the *Genesys Info Mart Deployment Guide* for the definition of a personal workbin.)

Notes:

- If the multimedia handling resource that is associated with the IRF places the interaction into any one of its own personal workbins, the count increases for each placement, whether the resource previously used the same or a different personal workbin for the same interaction.

- This is a base count that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves an interaction into its own personal workbin. The hold duration starts when the related IRF resource places the interaction in its personal workbin and ends when either this resource or any other resource takes the interaction out of the workbin. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

Note: This is a base duration that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

AFTER_CALL_WORK_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

AFTER_CALL_WORK_DURATION

The number of seconds that the IRF resource that is associated with this voice interaction was in ACW state. Received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_DIAL_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0 = No, 1 = Yes. The count excludes initiated consultations. This field is populated for voice interactions only.

CUSTOMER_DIAL_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_RING_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0 = No, 1 = Yes. This count includes internal interactions.

The count excludes:

- Received consultations and joined conferences, for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_RING_DURATION

For voice interactions, the number of seconds that the interaction was ringing at the resource during an interaction handling attempt while a customer was present.

For multimedia interactions, this value equals the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a

reply e-mail message to the customer. This measure excludes handling of a consultation e-mail message (e-mail collaboration) or chat consultation, whether on the initiating or receiving side.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Internal interactions are included in this measure for both voice and multimedia.

CUSTOMER_TALK_COUNT

Indicates whether the resource connected with a customer for this interaction resource: 0 = No, 1 = Yes. This count includes internal interactions. For voice interactions, conferences (whether initiated or joined) are also included. For multimedia interactions, this value equals TALK_COUNT.

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.

- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_TALK_DURATION

The number of seconds that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.

- For voice interactions, this is the time that the resource spent talking with a customer. The duration includes talk duration of conferenced interactions.

- For e-mail interactions, this is the time that is spent on handling an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling an outbound e-mail message to the customer.

Note: For multimedia interactions, the duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.

- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_HOLD_COUNT

When this field is populated for voice interactions, the value is the total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are

included.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_COUNT. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin a customer interaction that the resource either received or initiated. Collaborations are excluded from consideration.

CUSTOMER_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations that are associated with initiated or received consultations, but includes hold durations of conferenced interactions.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_DURATION. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a customer interaction that the resource either received or initiated. The duration excludes hold durations that are associated with initiated or received collaboration requests. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CUSTOMER_ACW_COUNT

Indicates whether the agent resource entered interaction-related Wrap state that pertains to this customer voice interaction resource: 0 = No, 1 = Yes. Initiated consultations and received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_ACW_DURATION

The number of seconds that the resource was in interaction-related Wrap state that pertains to this customer voice interaction resource. The duration excludes ACW duration that is associated with initiated consultations and received consultations. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_COUNT

Indicates that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_DURATION

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_COUNT

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_DURATION

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_RING_COUNT

Indicates whether the IRF resource was offered a transferred interaction. This value applies only to the portion of the IRF that represents a post-consultation transfer: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_RING_DURATION

The number of seconds that a transferred interaction was alerting (ringing). This value applies only to the portion of the IRF that represents a post-consultation transfer. This field is populated for voice interactions only.

CONF_INIT_TALK_COUNT

For voice interactions, indicates whether a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0 = No, 1 = Yes.

For multimedia interactions, this field indicates the number of conferences that were initiated by the IRF resource that were connected (established). Note that, for a multimedia resource, this count equals 0, 1, or a value greater than 1.

CONF_INIT_TALK_DURATION

For voice interactions, equals the amount of time, in seconds, that a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

For multimedia interactions, this field is populated in a manner similar to voice, and it applies to the portion of the IRF that represents the IRF resource as a conference initiator.

CONF_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_INIT_HOLD_DURATION

The amount of time, in seconds, that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_JOIN_RING_COUNT

Indicates whether the resource was offered the opportunity to join a conference for this voice or multimedia interaction resource: 0 = No, 1 = Yes.

CONF_JOIN_RING_DURATION

The number of seconds that this voice or multimedia interaction resource spent ringing or alerting at the resource who was offered to join a conference.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_TALK_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction: 0 = No, 1 = Yes.

CONF_JOIN_TALK_DURATION

The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONF_JOIN_HOLD_DURATION

The total amount of time, in seconds, that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONFERENCE_INITIATED_COUNT

The count of conferences that were initiated by the IRF resource.

Note: For multimedia interactions, this field indicates the number of the conferences that were initiated by the IRF resource that were connected (established). This value is the same as CONF_INIT_TALK_COUNT.

CONS_INIT_DIAL_COUNT

Indicates whether the IRF resource initiated a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_INIT_DIAL_DURATION

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or e-mail collaboration (for e-mail interactions) that was initiated by the IRF resource was connected (established): 0 = No, 1 = Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

CONS_INIT_TALK_DURATION

The number of seconds that the consultation initiator spent talking (for voice interactions) or collaborating (for e-mail interactions) with another resource. This excludes talk or collaboration duration that is associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Notes:

- For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

- This field is not populated for chat consultations (CONS_INIT_TALK_COUNT is nonzero), to avoid double-counting, since the agent who initiated the consultation continued to be active in the chat with the customer.

CONS_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_HOLD_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_RCV_RING_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether the IRF resource was offered a consultation (for voice or chat interactions) or collaboration (for e-mail interactions). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_RING_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration invite.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected (established). This applies only to

the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_TALK_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_HOLD_COUNT

When this field is populated for voice interactions, the value is the number of times that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the IRF resource saves into its own personal workbin a collaboration interaction that the resource received.

CONS_RCV_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a collaboration interaction that the resource received. The hold durations are accumulated as the number of hold counts for received collaborations increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CONS_RCV_ACW_COUNT

Indicates whether the IRF resource had ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_RCV_ACW_DURATION

The number of seconds that the IRF resource spent in ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

AGENT_TO_AGENT_CONS_COUNT

Populated only for the agent who initiated a consultation voice interaction, this field is the sum of states when this agent and target agent(s) were connected to each other during the consultation.

AGENT_TO_AGENT_CONS_DURATION

The number of seconds for which the agent resource who initiated a consultation voice interaction was connected to another agent. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent. This field is populated for voice interactions only.

FOCUS_TIME_COUNT

Introduced: Release 8.5.004
For Genesys Workspace Desktop Edition (WDE) agents, who might have more than one interaction open on their desktops simultaneously (for example, an e-mail and chat, or e-mail and voice call), a value greater than 0 indicates that the agent was actively working on the interaction that is the subject of the IRF — in other words, the agent had the interaction in focus — provided that WDE has been configured to report focus time.

Where focus time has been provided, the value of this field is usually 1. For offline multimedia interactions, the value might be greater than 1 if the **populate-workbin-as-hold** configuration option is set to true and the IRF represents multiple handlings by the same agent, with intervening workbin time represented as Hold time; in this case, each focus time reported for the agent's participation will add to the count.

Otherwise, the value of this field is 0.

FOCUS_TIME_DURATION

Introduced: Release 8.5.004
For interactions with the focus time reported in FOCUS_TIME_COUNT, this field indicates the total time, in seconds, that the agent spent actively processing the interaction, as reported by the agent desktop.

Otherwise, the value of this field is 0.

Whether the duration includes ACW time depends on agent behavior. For example, WDE reports the end of focus time for voice calls when the agent marks the interaction as Done. If the agent continues to work on the call after the call ended, but does not mark the interaction as Done and does not

change to the `After Call Work` state, the time after the call ended will be reported as focus time and not ACW.

ASM_COUNT

Introduced: Release 8.5.004
For voice interactions, indicates whether an attempt to engage an agent into an outbound voice interaction was received for this IRF resource: 0 = No, 1 = Yes. The field applies only to resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode.

Note: If the agent answers the call, one of the following counts in the IRF is also set to 1:

- CONS_RCV_TALK_COUNT if the agent resource is connected to the customer
- TALK_COUNT if the call is terminated before the customer is connected

ASM_ENGAGE_DURATION

Introduced: Release 8.5.004
For voice interactions, the number of seconds that the engaged agent resource is waiting to be connected to the customer before either the connection is established or the call is terminated. The field applies only to agent resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode. If an agent resource is not engaged in an ASM-dialed call, the duration is set to 0.

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.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

START_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction began.

END_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

ACTIVE_FLAG

Indicates whether the IRF is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

ORSSESSIONID

Introduced: Release 8.5.116.12
Modified: 8.5.116.45 (size of the column increased)
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_SDT			Improves access time, based on the Start Date Time key.
I_IRF_PT_GUID	X		Reserved.
IDX_IRF_IID			Improves access time, based on the INTERACTION ID.

Index I_IRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_IRF_PT_GUID

Field	Sort	Comment
PARTYGUID	Ascending	
START_DATE_TIME_KEY	Ascending	

Index IDX_IRF_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.

- 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.