# Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table POST_CALL_SURVEY_DIM_1

5/9/2025

# Table POST_CALL_SURVEY_DIM_1

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SURVEY_IAGENTSCORE, SURVEY_ICOMPANYSCORE, SURVEY_ICALLSCORE, SURVEY_IPRODUCTSCORE, SURVEY_IQ1)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on the scores customers assign to the call, agent, product, and company during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

> ### 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

Table POST_CALL_SURVEY_DIM_1

| Column | Data Type | P | M | F | DV |
|---|---|---|---|---|---|
| ID | integer | X | X | | |
| TENANT_KEY | integer | | X | X | |
| CREATE_AUDIT_KEY | numeric(19) | | X | X | |
| SURVEY_IAGENTSCORE | varchar(32) | | X | | -1 |
| SURVEY_ICOMPANYSCORE | varchar(32) | | X | | -1 |
| SURVEY_ICALLSCORE | varchar(32) | | X | | -1 |
| SURVEY_IPRODUCTSCORE | varchar(32) | | X | | -1 |
| SURVEY_IQ1 | varchar(32) | | X | | -1 |

## ID

The primary key for 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 or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

## 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.

## SURVEY_IAGENTSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
**Based on KVP:** survey_iAgentScore

The score assigned to the agent by the customer during post-call survey.

## SURVEY_ICOMPANYSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
**Based on KVP:** survey_iCompanyScore

The overall score assigned to the company by the customer during post-call survey.

## SURVEY_ICALLSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
**Based on KVP:** survey_iCallScore

The score assigned to the call by the customer during post-call survey.

## SURVEY_IPRODUCTSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
**Based on KVP:** survey_iProductScore

The score assigned to the product by the customer during post-call survey.

## SURVEY_IQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
**Based on KVP:** survey_iQ1

The answer from the caller to Integer-response question 1 during a post-call survey.

# Index List

| CODE | U | C | Description |
|---|---|---|---|
| I_POST_CALL_SURVEY_DIM_1 | X | | Improves access time. |

## Index I_POST_CALL_SURVEY_DIM_1

| Field | Sort | Comment |
|---|---|---|
| TENANT_KEY | Ascending | |
| SURVEY_IAGENTSCORE | Ascending | |
| SURVEY_ICOMPANYSCORE | Ascending | |
| SURVEY_ICALLSCORE | Ascending | |
| SURVEY_IPRODUCTSCORE | Ascending | |
| SURVEY_IQ1 | Ascending | |

# Subject Areas

No subject area information available.