Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table SDR_USER_INPUTS_FACT

4/13/2025

Table SDR_USER_INPUTS_FACT

Description

Introduced: 8.5.004.09
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for UTTERANCE and INTERPRETATION modified in multi-language databases); 8.5.008 (data type for UTTERANCE and INTERPRETATION increased from 50 to 512 characters)

In partitioned databases, this table is partitioned.

This fact table provides a record of user input activity within an SDR session. A new row is added for every user input during the session.

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
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	integer	X	X	X	
SEQUENCE_ID	integer	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)				
DURATION_MS	numeric(19)		X		0
UTTERANCE	varchar(512)		X		NO_VALUE
INTERPRETATION	varchar(512)		X		NO_VALUE
CONFIDENCE	varchar(50)		X		1
CONDITIONAL_OPTIONS	varchar(50)		X		n/a
SDR_INPUT_KEY	integer		X	X	-2
SDR_USER_INPUT_KEY	integer		X	X	-2
SDR_INPUT_OUTCOME_KEY	integer		X	X	-2
SDR_APPLICATION_KEY	integer		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_USER_INPUTS_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call 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.

SEQUENCE_ID

The unique identifier of the input block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

Modified: 8.5.008 (no longer mandatory)
The UTC-equivalent value, in milliseconds, of the date and time at which the user input started.

DURATION_MS

The duration, in milliseconds, of the activity within the user input block.

UTTERANCE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The actual user input that was captured.

- For voice input processed by Automatic Speech Recognition (ASR), the actual phrase the caller uttered — for example, *Billing*.
- For DTMF input, the digit the caller pressed — for example, *2*.

INTERPRETATION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The application-defined string or DTMF value of the selected option represented by UTTERANCE.

CONFIDENCE

On a scale of 0 to 1, the degree of confidence in the accuracy of the interpretation of the user input.

CONDITIONAL_OPTIONS

A string representing the valid DTMF when conditional options are enabled. The default value (n) indicates that conditional options are not enabled. This value can vary from call to call for the same application.

SDR_INPUT_KEY

The key that is used to join the SDR_INPUT dimension to the fact tables.

SDR_USER_INPUT_KEY

The key that is used to join the SDR_USER_INPUT dimension to the fact tables.

SDR_INPUT_OUTCOME_KEY

The key that is used to join the SDR_INPUT_OUTCOME dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

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

Introduced: Release 8.5.010.16
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.

Index List

CODE	U	C	Description
I_SDR_USER_INPUTS_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_USER_INPUTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.