Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table TECHNICAL_DESCRIPTOR

4/7/2025

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: TECHNICAL_RESULT, TECHNICAL_RESULT_CODE, RESULT_REASON, RESULT_REASON_CODE, RESOURCE_ROLE, RESOURCE_ROLE_CODE, ROLE_REASON, ROLE_REASON_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction-based facts to be described by the role of the associated resource and the technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes.

For detailed information about the available technical descriptor combinations, see Technical Descriptors in the *Genesys Info Mart User's Guide.* (Cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting* guide.)

> ### 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 TECHNICAL_DESCRIPTOR

Column	Data Type	P	M	F	DV
TECHNICAL_DESCRIPTOR_KEY	integer	X	X		
TECHNICAL_RESULT	varchar(255)				
TECHNICAL_RESULT_CODE	varchar(32)				
RESULT_REASON	varchar(255)				
RESULT_REASON_CODE	varchar(32)				
RESOURCE_ROLE	varchar(255)				
RESOURCE_ROLE_CODE	varchar(32)				
ROLE_REASON	varchar(255)				
ROLE_REASON_CODE	varchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join this dimension table to the fact tables.

TECHNICAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- Abandoned
- AbnormalStop
- Cleared
- Completed
- Conferenced
- CustomerAbandoned

- Deferred
- DestinationBusy
- Diverted
- Incomplete
- None
- OutboundStopped

- Pulled
- Redirected
- Routed
- Transferred
- Unspecified

This value can change with localization.

TECHNICAL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result code of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- ABANDONED
- ABNORMALSTOP
- CLEARED

- COMPLETED
- CONFERENCED
- CUSTOMERABANDONED
- DEFERRED
- DESTINATIONBUSY

- DIVERTED
- INCOMPLETE
- NONE
- OUTBOUNDSTOPPED
- PULLED

- REDIRECTED
- ROUTED
- TRANSFERRED
- UNSPECIFIED

This value does not change with localization.

RESULT_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The reason for the technical result. This field is set to one of the following values:

- AbandonedFromHold
- AbandonedWhileQueued
- AbandonedWhileRinging
- AbnormalStopWhileQueued
- AbnormalStopWhileRinging
- AnsweredByAgent
- AnsweredByOther
- Archived
- CallbackAccepted

- Canceled
- DefaultRoutedByStrategy
- DefaultRoutedBySwitch
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)
- Redirected
- Rejected

- Revoked
- RoutedFromAnotherVQ
- RoutedToOther
- RouteOnNoAnswer
- Stopped
- StuckCall
- TargetsCleared
- Unspecified

This value can change with localization.

RESULT_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The reason code for the technical result. This field is set to one of the following values:

- ABANDONEDFROMHOLD
- ABANDONEDWHILEQUEUED
- ABANDONEDWHILERINGING
- ABNORMALSTOPWHILEQUEUED
- ABNORMALSTOPWHILERINGING
- ANSWEREDBYAGENT
- ANSWEREDBYOTHER

- ARCHIVED
- CALLBACKACCEPTED
- CANCELED
- DEFAULTROUTEDBYSTRATEGY
- DEFAULTROUTEDBYSWITCH
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with

release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)
- REDIRECTED
- REJECTED
- REVOKED
- ROUTEDFROMANOTHERVQ

- ROUTEDTOOTHER
- ROUTEONNOANSWER

- STOPPED
- STUCKCALL

- TARGETSCLEARED
- UNSPECIFIED

This value does not change with localization.

RESOURCE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DivertedTo
- InConference
- Initiated
- InitiatedConsult
- Puller
- Received
- ReceivedConsult
- ReceivedRequest
- ReceivedTransfer
- RedirectedTo
- RoutedTo
- Unknown

This value can change with localization.

RESOURCE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DIVERTEDTO
- INCONFERENCE
- INITIATED
- INITIATEDCONSULT
- PULLER
- RECEIVED

- RECEIVEDCONSULT

- RECEIVEDREQUEST

- RECEIVEDTRANSFER

- REDIRECTEDTO

- ROUTEDTO

- UNKNOWN

This value does not change with localization.

ROLE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason for the resource role. This field is set to one of the following values:

- Unspecified

- ConferenceInitiator

- ConferenceJoined

- IntroducedTransfer

- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)

This value can change with localization.

ROLE_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the reason for the resource role. This field is set to one of the following values:

- UNSPECIFIED

- CONFERENCE_INITIATOR

- CONFERENCE_JOINED

- INTRODUCEDTRANSFER

- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)

This value does not change with localization.

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.

Index List

No indexes are defined.

Subject Areas

- 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.

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.