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Genesys Engage cloud Reporting Guide

Table CALLBACK_DIAL_RESULTS

12/18/2025

Table CALLBACK_DIAL_RESULTS

Description

Introduced: 8.5.009.20

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DIAL_*_RESULT columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on the results of up to five callback dialing attempts.

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
ID	int	X	X		
DIAL_1_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_2_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_3_RESULT	nvarchar(64)		X		UNKNOWN

Table CALLBACK_DIAL_RESULTS

Column	Data Type	P	M	F	DV
DIAL_4_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_5_RESULT	nvarchar(64)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIAL_RESULTS_KEY.

DIAL_1_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Based on KVP: _CB_DIAL_1_RESULT

The result of the first dialing attempt. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

DIAL_2_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Based on KVP: _CB_DIAL_2_RESULT

The result of the second dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_3_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Based on KVP: _CB_DIAL_3_RESULT

The result of the third dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_4_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Based on KVP: _CB_DIAL_4_RESULT

The result of the fourth dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_5_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Based on KVP: _CB_DIAL_5_RESULT

The result of the fifth dialing attempt. See DIAL_1_RESULT for the possible values.

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIAL_RESULTSX			Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIAL_RESULTS

Field	Sort	Comment
DIAL_1_RESULT	Ascending	
DIAL_2_RESULT	Ascending	
DIAL_3_RESULT	Ascending	
DIAL_4_RESULT	Ascending	
DIAL_5_RESULT	Ascending	

Subject Areas

No subject area information available.