GENESYS™

Genesys Engage cloud Reporting Guide

About This Database Reference

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Important information for Genesys Engage cloud customers

The Genesys Info Mart Historical Database Reference is provided for the benefit of Genesys Engage cloud customers for whom Data Export capability is enabled. The pages in this document are reproduced from the enterprise-level documentation for Genesys Info Mart. Some of the documented customizations, features, and functionality—including, in some cases, whole tables—might not be available in your cloud deployment or in your Data Export.

Where release numbers are cited (for example, to indicate when certain tables or columns were introduced or modified), they refer to the Genesys Info Mart Server version. You will need to use the information in this document selectively as applicable to the Genesys Info Mart Server version in your deployment.

How do I find the Genesys Info Mart Server and schema versions for my cloud deployment?

Link to video

The output folder you receive for each data export includes a metadata file, **export_XXX.extracted.xml,** which contains information about the .csv files included in the **export_XXX.zip** archive for that data export. Open the metadata file in a text editor to view information about the Genesys Info Mart Server and schema versions in effect for populating your data. For an example, see Export metadata file.

> ### Important
> Because your data is exported using unchanging export views, the schema version reported in the metadata file is not necessarily the same as the schema version used to export your data. For your future reference, be sure to note the schema version reported for the first data export you receive.

Intended Audience

This Physical Data Model reference is intended for operational managers and business analysts who

want to query the information that is collected by Genesys Info Mart in order to make informed business decisions. It is intended also for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information that is collected by Genesys Info Mart to create reports that support informed business decisions. In addition, system integrators and system administrators may find helpful the data in the control tables and views for data validation and troubleshooting purposes.

This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.

Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart Server gathers Info Mart data:

- P, for primary key
- M, for mandatory field
- F, for foreign key (where the term is used loosely to indicate a surrogate key reference to a field in another table, not a formal constraint)
- DV, for default value

Abbreviations for index characterizations include the following:

- U, for unique
- C, for cluster

Other Notes

In the Column List on all Table-* pages, *varchar/nvarchar* in the Data Type column means that the data type is varchar except in multi-language databases that use Unicode, in which case the data type is nvarchar.