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Genesys Engage cloud Reporting Guide

Table CALLBACK_DIM_2

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Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.

Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes of the final callback attempt.

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		
CREATE_AUDIT_KEY	numeric(19)		X	X	

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Column	Data Type	P	M	F	DV
DIAL_DIALOG_RESULT	nvarchar(170)		X		UNKNOWN
CALL_DIRECTION	nvarchar(170)		X		UNKNOWN
FINAL_DIAL_RESULT	nvarchar(170)		X		UNKNOWN
OFFER_TIMING	nvarchar(170)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_2_KEY.

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.

DIAL_DIALOG_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_DIAL_DIALOG_RESULT

The result of the final dialog for the callback. This field is set to one of the following values:

- RIGHT_PERSON
- RESCHEDULED
- CANCELLED
- TRANSFERRED_TO_RP
- UNKNOWN

CALL_DIRECTION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_CALL_DIRECTION

The direction of the final callback interaction. This field is set to one of the following values:

- CUSTOMER_TERMINATED - Scenarios in which the contact center is dialing out to the customer's number.
- CUSTOMER_ORIGINATED - Scenarios in which the contact center notifies the customer-facing application

that it is time for the callback interaction, after which the application creates the interaction (such as a call or chat), obtaining the phone number if necessary. In this scenario, a customer call comes into the contact center as a regular inbound call, but it is recognized as the callback interaction.

- UNKNOWN

FINAL_DIAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_FINAL_DIAL_RESULT

The result of the final callback dialing attempt. This field is set to one of the following values:

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

Notes:

- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA is a result that must be reported by the user application; otherwise, there is no CTI data that will enable Genesys Callback product to identify this result.
- For PUSH_DELIVERY_CONFIRMED, the PUSH_DELIVERY_CONFIRMED_TS field in the CALLBACK_FACT table provides the timestamp when the application confirmed that the push was delivered.

OFFER_TIMING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

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single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_OFFER_TIMING

Specifies whether the callback offer was made during operational (business) or non-operational hours. This field is set to one of the following values:

- ON-HOURS
- OFF-HOURS
- UNKNOWN

Index List

CODE	U	C	Description
I_CALLBACK_DIM_2	X		Ensures that the combinations of values that are stored in the dimension table are unique.

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Field	Sort	Comment
DIAL_DIALOG_RESULT	Ascending	
CALL_DIRECTION	Ascending	
FINAL_DIAL_RESULT	Ascending	
OFFER_TIMING	Ascending	

Subject Areas

No subject area information available.