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# Genesys Engage cloud Reporting Guide

Table SDR\_BOTS\_FACT

# Table SDR\_BOTS\_FACT

## Description

**Introduced:** 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

**Modified:** 8.5.116.45 (size of the SESSION\_ID column increased); 8.5.116.12 (STEP\_COUNT added)

In partitioned databases, this table is partitioned.

This table describes voice bot and chat bot activity during interaction flows orchestrated by applications developed with Genesys Designer.

Each row in this table records a bot session, which represents a single conversation between a customer and the bot service that was invoked by the Bot block in the Designer application, while the interaction was being processed by the application. A session starts when the Bot block receives voice or chat input from the customer and ends when Designer either moves to an intent block or to an Error Handler block. There might be multiple bot sessions within a single Session Detail Record (SDR) 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

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Table SDR\_BOTS\_FACT

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		
END_DATE_TIME_KEY	int		X	X	
INTERACTION_ID	varchar(50)/nvarchar(50)		X	X	
DURATION_MS	numeric(19)		X		0
LAST_INTENT_SEQUENCE_ID	int		X		-2
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
MEDIA_TYPE_KEY	int		X	X	-2
BOT_ATTRIBUTES_KEY	int		X		-2
BOT_INTENT_KEY	int		X		-2
BOT_MILESTONE_KEY	int		X		-2
STEPCOUNT	int				

## 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.

## SESSION\_ID

**Modified:** 8.5.116.45 (size of the column increased)

The ID as assigned to the SDR session by Orchestration Server. In combination with SEQUENCE\_ID and the START\_DATE\_TIME\_KEY, the SESSION\_ID forms the value of the composite primary key for this table. You can use the SESSION\_ID and the START\_DATE\_TIME\_KEY to link the SDR\_BOTS\_FACT record with an SDR\_SESSION\_FACT record.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the bot session started. 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. In combination with SESSION\_ID and SEQUENCE\_ID, the START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as in partitioned databases.

## SEQUENCE\_ID

The unique identifier of the Bot block sequence within the SDR. In combination with SESSION\_ID and the START\_DATE\_TIME\_KEY, the SEQUENCE\_ID forms the value of the composite primary key for this table.

## END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the bot session ended. 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 END\_TS timestamp to an appropriate time zone.

## INTERACTION\_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR\_BOTS\_FACT with a corresponding interaction record in the INTERACTION\_FACT table, by using the following condition:

`SDR_BOTS_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID`

## DURATION\_MS

The duration of the bot session, in milliseconds.

## LAST\_INTENT\_SEQUENCE\_ID

Identifies the SEQUENCE\_ID of the bot session associated with the last intent recognized during the SDR session. If the LAST\_INTENT\_SEQUENCE\_ID is the same as the SEQUENCE\_ID of the record, the bot session was the session in which the last intent was detected.

## START\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session started.

## END\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session ended.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables. Bot sessions can be voice or chat.

## BOT\_ATTRIBUTES\_KEY

The surrogate key that is used to join the BOT\_ATTRIBUTES dimension to the fact tables.

## BOT\_INTENT\_KEY

The surrogate key that is used to join the BOT\_INTENT dimension to the fact tables.

## BOT\_MILESTONE\_KEY

The surrogate key that is used to join the SDR\_MILESTONE dimension to the fact tables.

## STEPCOUNT

**Introduced:** Release 8.5.116.12

The number of requests sent to the Digital Channels application as part of this one bot invocation.

## Index List

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

## Index I\_SDR\_BOTS\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

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## Subject Areas

No subject area information available.