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Genesys Engage cloud Reporting Guide

Table SDR_EXT_REQUEST_FACT

12/19/2025

Table SDR_EXT_REQUEST_FACT

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

Each row in this table describes a particular invocation of an external service, starting when the request was made and ending with the outcome of the service.

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
CREATE_AUDIT_KEY	numeric(19)		X	X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Table SDR_EXT_REQUEST_FACT

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
DURATION_MS	numeric(19)		X		0
SDR_EXT_REQUEST_KEY	int		X	X	-2
SDR_EXT_HTTP_REQUEST_KEY	int		X	X	-2
SDR_EXT_REQUEST_OUTCOME_KEY	int		X	X	-2
SDR_EXT_SERVICE_OUTCOME_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
UPDATE_AUDIT_KEY	numeric(19)			X	

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.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)

The ORS session ID. You can use the SESSION_ID to link the SDR_EXT_REQUEST_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

SEQUENCE_ID

The unique identifier of the external request block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the request for an external service was submitted.

DURATION_MS

The duration, in milliseconds, of the external service.

SDR_EXT_REQUEST_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST dimension, to identify the external request.

SDR_EXT_HTTP_REST_KEY

The surrogate key that is used to join this table to the SDR_EXT_HTTP_REST dimension, to identify the external request.

SDR_EXT_REQUEST_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST_OUTCOME dimension, to identify the outcome of the external request.

SDR_EXT_SERVICE_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_SERVICE_OUTCOME dimension, to identify the outcome of the external service.

SDR_APPLICATION_KEY

The surrogate key that is used to join this table to the SDR_APPLICATION dimension, to identify the Designer application that managed the session.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16

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

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

Index I_SDR_EXT_REQUEST_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.