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Genesys Engage cloud Reporting Guide

Table SDR_INPUT_OUTCOME

Table SDR_INPUT_OUTCOME

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.

Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SELECTED_OPTION, STRIKEOUT, SUCCESS)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of the caller's voice or DTMF input, such as whether a particular menu selection succeeded and the number of input attempts for a particular menu selection that were not received or matched.

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		
SELECTED_OPTION	nvarchar(255)		X		NO_VALUE
NO_INPUT_COUNT	int		X		0
NO_MATCH_COUNT	int		X		0

Table SDR_INPUT_OUTCOME

Column	Data Type	P	M	F	DV
STRIKEOUT	nvarchar(10)		X		False
SUCCESS	nvarchar(10)		X		True
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SELECTED_OPTION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the menu option block that the caller selected in the menu during self-service — for example, *Billing*.

NO_INPUT_COUNT

The total count of instances when the caller's input was not heard or received.

NO_MATCH_COUNT

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

STRIKEOUT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether the maximum number of retries was hit: True or False.

SUCCESS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether a match occurred between the caller's input and a menu option: True or False.

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_SDR_INPUT_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_INPUT_OUTCOME

Field	Sort	Comment
SELECTED_OPTION	Ascending	
NO_INPUT_COUNT	Ascending	
NO_MATCH_COUNT	Ascending	
STRIKEOUT	Ascending	
SUCCESS	Ascending	

Subject Areas

No subject area information available.