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# Genesys Engage cloud Reporting Guide

Table STG\_TRANSFORM\_DISCARDS

# Table STG\_TRANSFORM\_DISCARDS

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.011.14 (data type for TABLE\_NAME increased from 30 to 255 characters)

In partitioned databases, this table is partitioned.

This table stores information about errors that Genesys Info Mart encounters during data transformation for a certain interaction. Except for the INTERACTION\_FACT table storing an interaction ID, no data is populated in the dimensional model tables for a discarded interaction. Instead, Genesys Info Mart writes a record in the STG\_TRANSFORM\_DISCARDS table, given that a certain combination of error-policy options is configured.

### 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
TABLE_NAME	varchar(255)		X		
INTERACTION_ID	numeric(19)		X	X	-2
GUID	varchar(50)				

Table STG\_TRANSFORM\_DISCARDS

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
CODE	int		X		
REASON	varchar(255)/nvarchar(255)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

## TABLE\_NAME

**Modified:** 8.5.011.14 (data type increased from 30 to 255 characters)

The name of the primary GIDB table for the transformation step during which an error was encountered. Out of the tables that the transformation logic treats as primary (main) and secondary (details) tables, any table may contain erroneous or missing data that prevents further transformation of the interaction; however, only the name of the primary table is stored.

## INTERACTION\_ID

The identifier of the interaction that is being discarded. This value corresponds to the INTERACTION\_ID value that is stored for this interaction in the INTERACTION\_FACT table. The value of "-2" is reserved for future use.

## GUID

The global unique identifier that is associated with discarded data. This value is reserved for future use.

## CREATE\_AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG dimension.

## CODE

**Modified:** 8.5.001 (error code 26 added)

The code of the data error that was encountered. This field is set to one of the following values:

- 1 — An unspecified error.
- 2 — An unexpected error occurred during data transformation for the INTERACTION\_RESOURCE\_FACT table.
- 3 — The G\_IS\_LINK table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The G\_IS\_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.

Table STG\_TRANSFORM\_DISCARDS

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- 5 — The G\_IS\_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
  - 6 — The G\_IS\_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
  - 7 — The CALLID value that is specified in IS\_LINK does not match the CALLID in IS\_LINK\_HISTORY.
  - 8 — The value of the IPurpose key is not a number.
  - 9 — The G\_PARTY\_HISTORY table contains no record with ChangeType = 1 ("party\_created") for a certain party.
  - 10 — The G\_PARTY\_HISTORY table contains multiple records with ChangeType = 1 ("party\_created") for the same party.
  - 11 — The record in the G\_PARTY table refers to a nonexistent parent record.
  - 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
  - 13 — The record in the GO\_CAMPAIGN table refers to a nonexistent group ID.
  - 14 — The cycle was found in the results of the IRF transformation.
  - 15 — Merge processing discarded a stuck G\_CALL record.
  - 16 — Merge processing discarded a stuck G\_IR record.
  - 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
  - 18 — The value of the ServiceObjective KVP is not a number.
  - 19 — The record in the G\_CALL table refers to a nonexistent call.
  - 20 — A history record with the change type of terminated is followed by another history record for the same party.
  - 21 — The value of the VQID in the G\_ROUTE\_RESULT table is not unique.
  - 22 — The value of the VQID in the G\_VIRTUAL\_QUEUE table is not unique.
  - 23 — The value of the MEDIATION\_SEGMENT\_ID in transformation results is not unique.
  - 24 — The value of the PARTYGUID in transformation results is not unique.
  - 25 — No parties are detected as being associated with this call.
  - 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

## REASON

The text description of the data error that was encountered. Use this value in combination with the CODE value to troubleshoot the reason for the failure of the interaction transformation.

## ETL\_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

## ETL\_DATE\_TIME\_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

## Index List

CODE	U	C	Description
I_S_TRNFRM_DISCARDS_IXNID			Improves access time, based on the INTERACTION ID.
I_S_TRNFRM_DISCARDS_SDT			Improves access time, based on the ETL_DATE_TIME key.

## Index I\_S\_TRNFRM\_DISCARDS\_IXNID

Field	Sort	Comment
INTERACTION_ID	Ascending	

## Index I\_S\_TRNFRM\_DISCARDS\_SDT

Field	Sort	Comment
ETL_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.