



**Genesys Info Mart 7.6**

# **Oracle Reference Manual**

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## Preface

Welcome to the *Genesys Info Mart 7.6 Oracle Reference Manual*. This document acquaints you with the subject areas and tables that make up the Genesys Info Mart star schemas.

This document will help you make informed business decisions based on the information collected by Genesys Info Mart. It will also help you understand how you can use the data collected by Genesys Info Mart to create reports.

In brief, you will find the following information in this document:

- Subject area diagrams, depicting each Genesys Info Mart star schema.
- Descriptions of each Genesys Info Mart table and its columns.

This document is valid only for the 7.6 release of this product.

**Note:** For releases of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

This preface includes the following sections:

- [Intended Audience, page 7](#)
- [Recommended Reading, page 8](#)
- [Chapter Summaries, page 8](#)
- [Document Conventions, page 8](#)
- [Related Resources, page 9](#)
- [Making Comments on This Document, page 9](#)
- [Document Change History, page 10](#)

## Intended Audience

This *Oracle Reference Manual* is intended for operational managers and business analysts who want to query the information collected by Genesys Info Mart in order to make informed business decisions. It is also intended for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information collected by Genesys Info Mart to create reports that support informed business decisions. This document assumes that you have a basic understanding of:

- RDBMSs (relational database management systems)
- SQL (Structured Query Language)
- Data warehousing

## Recommended Reading

Genesys Info Mart uses source data from several Genesys products. Because of this, Genesys strongly recommends that you read the following documentation in order to better understand the data presented in the Genesys Info Mart:

- *Genesys Info Mart 7.6 Deployment Guide*
- *Genesys Info Mart 7.6 Operations Guide*
- *Genesys Info Mart 7.6 SQL Queries Guide*
- *Interaction Concentrator 7.6 Deployment Guide*
- *Interaction Concentrator 7.6 Physical Data Model* for your RDBMS
- *Framework 7.6 Configuration Manager Help*
- *Genesys Voice Platform 7.6 Voice Application Reporter Deployment and Reference Manual*

## Chapter Summaries

In addition to this preface, this *Oracle Reference Manual* contains these chapters:

- Chapter 1, “Genesys Info Mart Overview”, on [page 12](#), describes key terms used throughout this document and introduces Genesys Info Mart database schemas.
- Chapter 2, “Subject Areas”, on [page 25](#), gives you a graphical representation of the Genesys Info Mart subject areas. Each subject area represents a different topic of interest from a reporting perspective. Furthermore, information from different subject areas can be combined.
- Chapter 3, “Info Mart Tables”, on [page 128](#), acquaints you with the tables and columns that you can query using Genesys Info Mart.
- Chapter 4, “Info Mart Views”, on [page 529](#), provides the SQL queries that define Info Mart views.
- Chapter 5, “Reference List”, on [page 533](#), lists the joins that relate Info Mart tables to each other.
- Chapter 6, “Info Mart Indexes”, on [page 558](#), describes the indexes that Genesys Info Mart creates to improve ETL performance.
- The Appendix, on [page 561](#), provides the possible values for three fields:
  - CALL\_RESULT.CALLRESULT
  - CALL\_RESULT.CALL\_RESULT\_CODE
  - RESOURCE.RESOURCE\_SUBTYPE

These fields have a wide range of possible values that are too numerous to list under the table column descriptions in Chapter 3.

## Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.



## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

76gim\_ref\_oracle\_03-2011\_v7.6.002.00

You will need this number when you are talking with Genesys Technical Support about this document.

## Screen Captures Used in This Document

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## Related Resources

Consult these additional resources as necessary:

- *Genesys Info Mart 7.6 Deployment Guide*
- *Genesys Info Mart 7.6 Operations Guide*
- *Genesys Info Mart 7.6 SQL Queries Guide*
- *Genesys Info Mart 7.6 User's Guide*
- *Genesys Info Mart 7.6 Database Sizing Guide*
- *Genesys Master Glossary*, which ships on the Genesys Documentation Library DVD, and which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

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## Document Change History

This section lists topics that have changed since the first release of *this document* (document version 76gim\_ref\_oracle\_09-2008\_v7.6.001.00).

### New in Document Version 76gim\_ref\_oracle\_03-2011\_v7.6.003.00

The document has been updated to support Genesys Info Mart releases 7.6.012 and for other miscellaneous clarifications and updates.

- The “New in This Release” section (see [page 20](#)). A new subsection describes the feature enhancements introduced in Genesys Info Mart releases 7.6.012.
- The following new aggregate tables, including the table descriptions, columns and column descriptions, have been added to the Genesys Info Mart model for release 7.6.012:
  - AG2\_OUT\_V\_I\_XN\_AGENT\_GRP\_HOUR on [page 190](#).
  - AG2\_OUT\_V\_I\_XN\_AGENT\_HOUR on [page 194](#).
- The formatting and layout of *this document*, the *Genesys Info Mart 7.6 Oracle Reference Manual*, has changed resulting in an increase in the length of the document. Previously, document version 76gim\_ref\_oracle\_06-2009\_v7.6.002.00 was 424 pages and now document version 76gim\_ref\_oracle\_03-2011\_v7.6.003.00 is 561 pages in length.

### New in Document Version 76gim\_ref\_oracle\_06-2009\_v7.6.002.00

The document has been updated to support Genesys Info Mart releases 7.6.004 and 7.6.005, and for other miscellaneous clarifications and updates.

- The “New in This Release” section has been moved to the end of Chapter 1 (see [page 20](#)). A new subsection describes the feature enhancements introduced in Genesys Info Mart releases 7.6.004 and 7.6.005.
- The following changes in the documented model relate to the enhanced support in Genesys Info Mart release 7.6.005 for Genesys Interactive Insights (GI2) reporting:
  - The TOTAL\_SHORT\_TALK\_COUNT, TOTAL\_RONA\_COUNT, and TOTAL\_ABANDONED\_RINGING\_COUNT columns have been added to the AG2\_INB\_V\_I\_XN\_AGENT\_\* and AG2\_INB\_V\_I\_XN\_AGENT\_GRP\_\* tables.
  - The TIME\_RANGE table now includes a description of the short talk threshold, and a new value for voice talk has been added to the columns for the time-range type dimension (TIME\_RANGE\_TYPE = Voice Talk, TIME\_RANGE\_TYPE\_CODE = VOICE\_TALK). In addition, the description of the BOUND\_1 column has been modified to include the short talk threshold.

- The INTERACTION\_DESCRIPTOR\_KEY column has been added to the AG2\_INB\_V\_AGENT\_QUEUE\_\* tables. The descriptions of the various \_COUNT and \_DURATION columns in the table have been modified to indicate that they now apply to interactions where the applicable business attribute was assigned. In addition, the Reference List has been updated to indicate the new association between the AG2\_INB\_V\_AGENT\_QUEUE\_\* tables and the parent INTERACTION\_DESCRIPTOR table.
- The TOTAL\_ENTERED\_OBJ\_COUNT column has been added to the AG2\_INB\_V\_I\_XN\_ID\_\* tables, and the description of the TOTAL\_ENTERED\_COUNT column has been clarified with respect to abandoned interactions.
- The TOTAL\_ANSWERED\_COUNT column has been added to the AG2\_INB\_V\_I\_XN\_AGENT\_\* tables.
- The following new indexes have been added, to improve access time for aggregation or purging:
  - IDX\_DT\_DAY\_NUM on the DATE\_TIME table
  - IDX\_IRF\_DTM, IDX\_IRF\_RC, IDX\_IRF\_RU, IDX\_IRF\_INT, and IDX\_IRF\_EXT on the INTERACTION\_RESOURCE\_FACT table
  - IDX\_IRSF\_RC and IDX\_IRSF\_IRF on the IXN\_RESOURCE\_STATE\_FACT table (and IDX\_IRSF\_SDTI was removed)
  - IDX\_MSF\_RC on the MEDIATION\_SEGMENT\_FACT table (and the associated column information for the existing IDX\_MS\_INT, IDX\_MSF\_DT, and IDX\_MSF\_IRF indexes was corrected)
  - IDX\_RGC\_GRP on the RESOURCE\_GROUP\_COMBINATION table
  - IDX\_SM\_RSR\_RC on the SM\_RES\_STATE\_REASON\_FACT table
- Where applicable, descriptions in the following tables have been modified to indicate support for UserEvent-based key-value pair (KVP) data (introduced with Genesys Info Mart release 7.6.004):
  - CUSTOMER
  - INTERACTION\_DESCRIPTOR
  - INTERACTION\_RESOURCE\_FACT
  - INTERACTION\_SEGMENT\_FACT
  - USER\_DATA and USER\_DATA\_2
- The description of the MEDIATION\_DURATION column in the INTERACTION\_RESOURCE\_FACT table has been revised to clarify that it does not include ring time.
- The description of how the MEDIA\_RESOURCE\_KEY, PLACE\_KEY, RESOURCE\_KEY, and TECHNICAL\_DESCRIPTOR\_KEY are populated in the INTERACTION\_FACT table has been clarified, to account for calls that are abandoned while ringing.

# Chapter 1: Genesys Info Mart Overview

Genesys Info Mart (GIM) data resides in several database schemas. The following subsections describe how Genesys Info Mart data is organized into these schemas:

- Star Schemas
- Genesys Info Mart Database Schema
- Genesys Info Mart Views Database Schema
- Genesys Info Mart Tenant Views Database Schema

This chapter also provides information about new features in the Genesys Info Mart 7.6 release.

## Star Schemas

Genesys Info Mart uses multi-dimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

### Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are *fact tables* and *dimension tables*. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions related to interactions might include the date and time when each interaction started, the required skills for the various service types requested by customers, and the value of various customers to the business.

### Aggregate Tables

In addition, Genesys Info Mart provides several aggregate tables to facilitate reporting in CCPulse+ and Genesys Interactive Insights. The first set of these aggregate tables predominantly enable skills-based reporting. They are used in conjunction with Genesys Info Mart Inbound Voice CCPulse+ reporting templates and are all prefixed AG\_\*. The second set of aggregate tables, first introduced in release 7.6, provide the foundation for the Genesys Interactive Insights 7.6 reports. These tables, all prefixed AG2\_\*, enable a wider range of reporting summarizing resource states on voice devices and inbound voice interactions as they enter and pass through mediation DN, are handled by agent-type resources, and are assigned user-designated business attributes. Additionally, starting with release 7.6.012, AG2\_\* aggregates are provided to enable reporting on agent-handling of outbound and internal voice interactions, including their user-designated business attributes.

Your custom reporting applications can also use these aggregate tables. Please review the appropriate subject area diagrams and table descriptions in Chapters 2 and 3 for a complete understanding. The aggregate tables reference many of the same dimension tables as the fact tables.

### **Intraday and Historical Data**

Genesys Info Mart supports intraday loading. Genesys Info Mart supplies separate intraday fact and aggregate tables that the ETL loads frequently during the day. Once a day, generally overnight, the ETL moves data for completed interactions from the intraday fact tables to their corresponding historical fact tables, and it updates historical aggregate tables based on the newly loaded historical facts. Active interactions, such as Multimedia e-mail interactions, remain in the intraday fact tables until the interactions are completed.

### **Views**

Genesys Info Mart supplies read-only views on the facts, dimensions, and aggregates for both single-tenant and multi-tenant deployments. These views shield business users from evolutionary changes to the underlying database schema and prevent users from accidentally changing the contents of the underlying database.

### **Indexes**

Genesys Info Mart supplies out-of-box indexes to facilitate aggregation, purging, update of late-arriving data, and report generation for the CCPulse+ and Genesys Interactive Insights products.

## **Genesys Info Mart Database Schema**

The Genesys Info Mart database schema contains the dimensions, facts, and aggregates that the ETL loads. Specifically, this database schema contains:

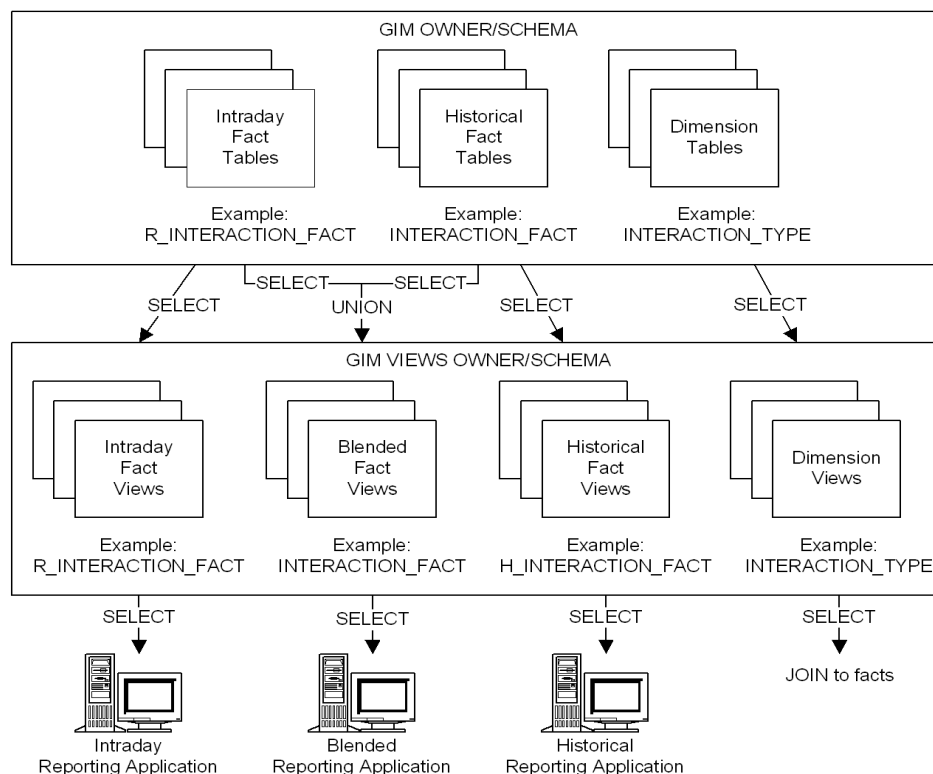
- Dimension tables
- Intraday fact tables (prefixed R\_\*)
- Historical fact tables (no prefix)
- AG\_\* aggregate tables
  - Intraday aggregate tables (prefixed R\_AG\_\*) for hour level
  - Historical aggregate tables (prefixed AG\_\*) for hour, day, and month levels
  - Historical views for week-, quarter-, and year-level aggregations
- AG2\_\* aggregate tables
  - Historical disposition-based aggregate tables for day and month
  - Historical disposition-based views for subhour, week, quarter, and year.
  - Historical interval-based aggregate tables for day.
  - Combined historical and intraday disposition-based aggregate tables (prefixed AG2\_INB\_V\_\* and AG2\_OUT\_V\_\*) for the hour level
  - Combined historical and intraday interval-based aggregate tables (prefixed AG2\_INB\_V\_I\_\*) for the subhour and hour levels

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (AG\*\_HOURL). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

Many fact and aggregate tables share the same dimension tables. The GIM ETL job frequently loads the dimension and intraday fact tables throughout a day to enable reporting on recent contact center activity. Once a day, generally overnight, ETL moves the data from the intraday fact tables to the historical fact tables. The historical fact tables enable reporting on historical contact center activity.

Intraday fact tables are much smaller than their historical counterparts, and they should be indexed minimally, so as not to degrade the performance of intraday loading. Contrarily, the historical fact tables can grow to be very large in size; these tables should be indexed to improve response times when these tables are queried.

The intraday fact tables contain the same columns as their corresponding historical fact tables. To distinguish the intraday fact tables from their historical counterparts, the intraday fact table names are prefixed with R\_. For example, R\_INTERACTION\_FACT is the intraday fact table corresponding to the INTERACTION\_FACT historical fact table. These are depicted in the “GIM Owner/Schema portion” of Figure 1.

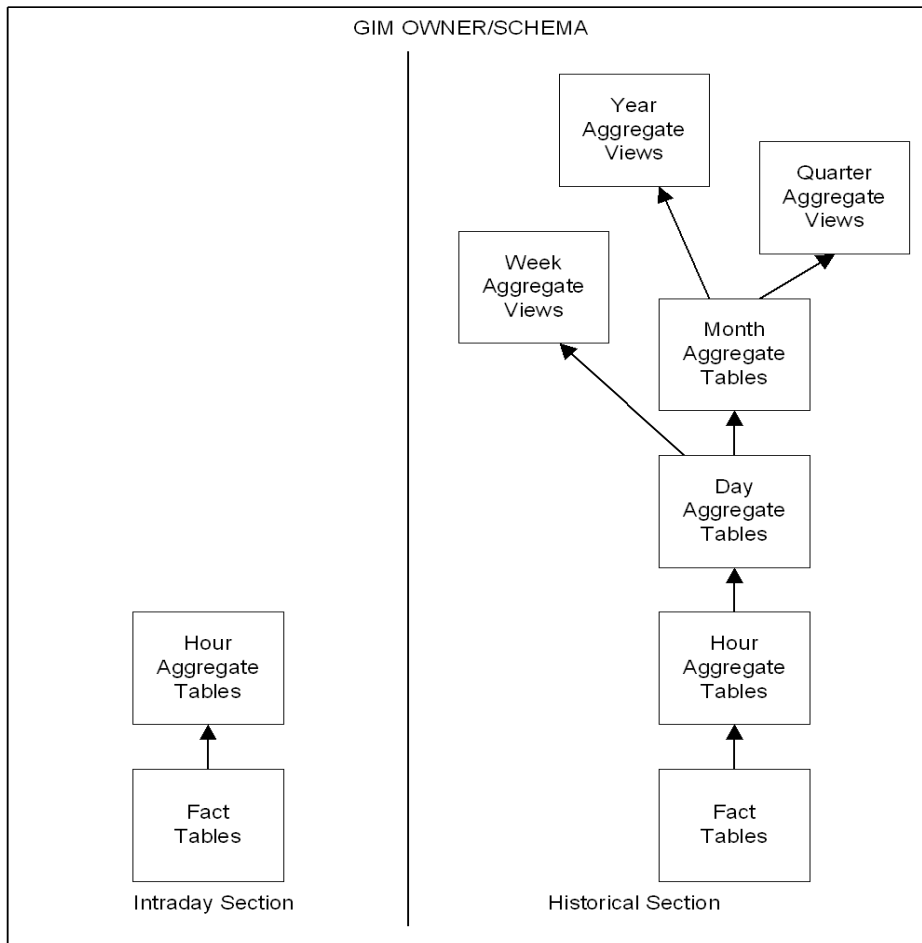


**Figure 1: Single-Tenant Data Organization**

## AG\_\* Aggregate Tables

Genesys Info Mart provides predefined skills-based interaction and resource aggregates, which constitute the aggregate tables offered to support CCPulse+ reports. ETL updates the intraday aggregate tables each time it loads the intraday fact tables during the day. Genesys Info Mart supplies intraday aggregate tables only for the hour aggregate level; it does not supply intraday day and month aggregate levels. Once a day, generally overnight, ETL updates historical aggregate tables after it moves data from the intraday fact tables to the historical fact tables.

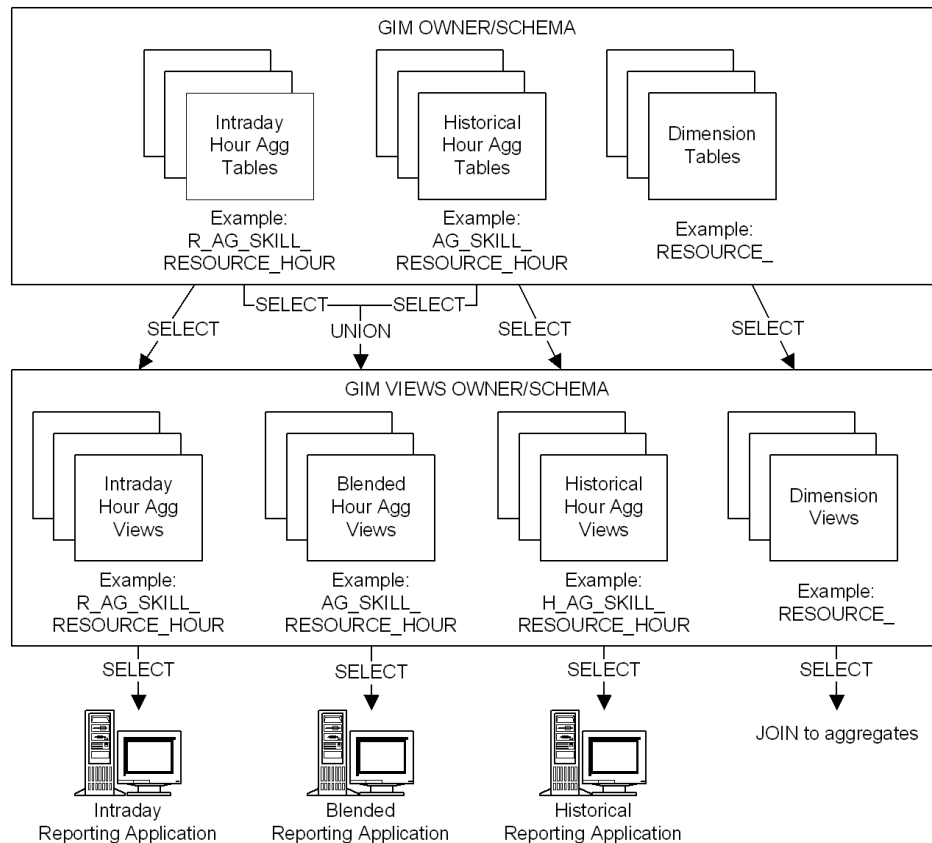
Genesys Info Mart supplies historical aggregate tables for hour, day and month aggregate levels. In addition, Genesys Info Mart supplies historical week aggregates as views on the historical day aggregate tables, and historical quarter and year aggregates as views on the historical month aggregate tables. These are depicted in Figure 2.



**Figure 2: Aggregate Data Organization—for CCPulse+ Reports**

Intraday aggregate tables have exactly the same columns as their historical counterparts. To distinguish the intraday aggregate tables from their historical counterparts, the intraday aggregate table names are prefixed with R\_. For example, R\_AG\_SKILL\_RESOURCE\_HOUR is the intraday hour aggregate table that corresponds to the AG\_SKILL\_RESOURCE\_HOUR historical hour aggregate table. These are depicted in the GIM Owner/Schema portion of Figure 3.

Because intraday fact and aggregate tables have exactly the same columns as their historical counterparts, the subject area diagrams and table descriptions for the intraday fact and aggregate tables are not provided in this schema reference.



**Figure 3: Single-Tenant Aggregate Data Organization**

## AG2\_\* Aggregate Tables

The set of aggregate tables introduced in release 7.6 supports reporting for Genesys Interactive Insights. The tables store aggregated data for inbound voice interactions and resource states occurring at voice devices. Additionally, starting with release 7.6.012, a set of aggregate tables are provided to store aggregated data for agent-handling of outbound and internal voice interactions. For the disposition-based metrics, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. Subhour aggregates provide either 15- or 30-minute aggregations based on user-defined configuration. The *disposition-based metrics* in these tables attribute their measure to the interval where the underlying fact started—queue metrics are based on the interval where the interaction entered the queue; agent-interaction metrics are attributed to the interval when the agent was offered, or initiated, the interaction. So, in the scenario where an agent talks to a customer over a two-day span (11:45 p.m.–12:15 a.m., for instance), all of the agent’s talk time (30 minutes, in this example) gets attributed to the first reporting interval (Day 1, in the corresponding `_DAY` aggregate table) and no time gets attributed to the latter interval(s) (Day 2). Likewise, the count (of 1 interaction) gets attributed to the first interval; nothing to the second.

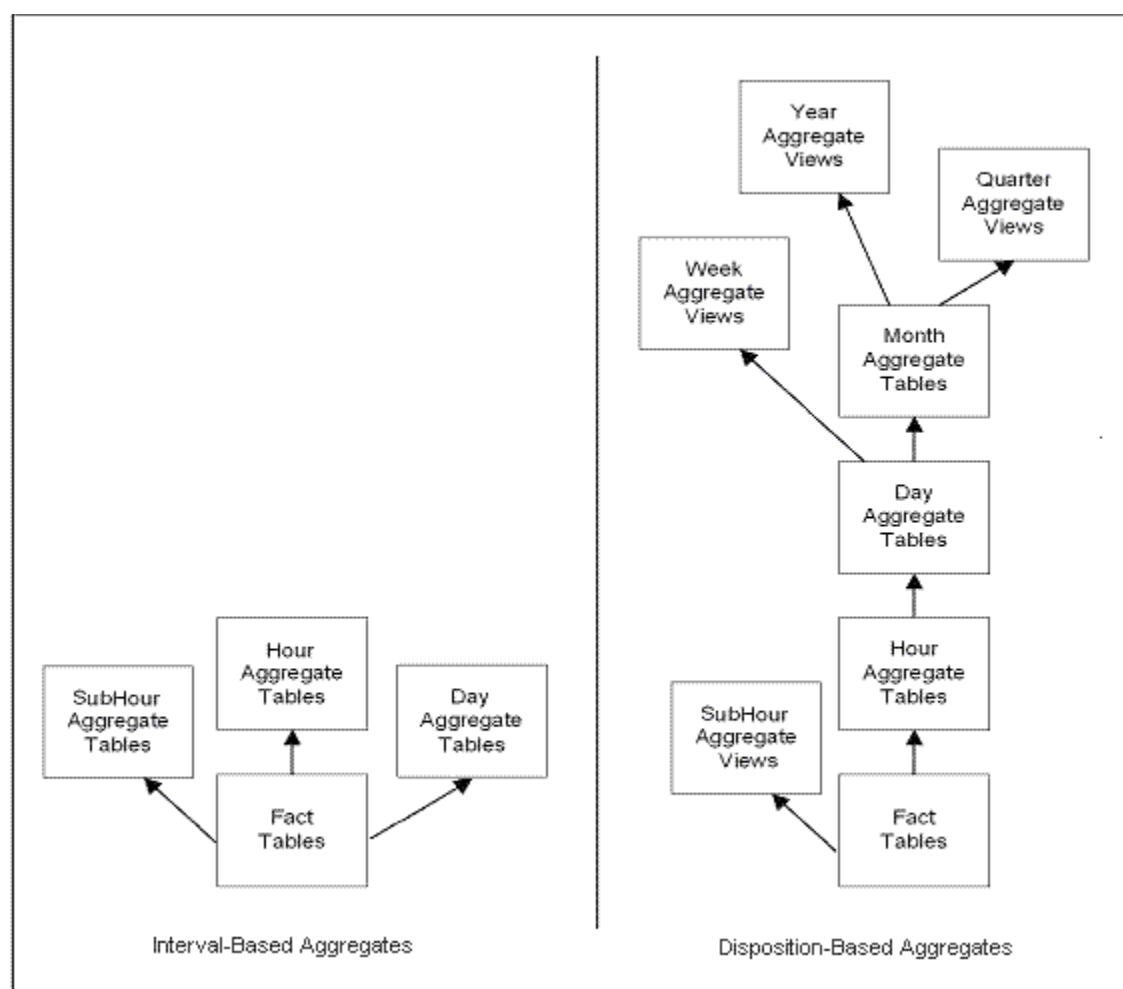
For the interval-based metrics, tables are provided for the subhour, hour, and day levels; no additional tables or views are provided for other aggregation levels. The *interval-based metrics* in these tables measure the activities occurring within the reporting interval as they occur, whether or not the interactions complete during the interval and whether or not the interval completes. Counts and durations of such interval-based metric are clipped where interactions cross over multiple intervals and are attributed to each of the intervals



in which the activities occur. So, in the scenario where an interaction is still waiting in queue when the hour changes, the time that the interaction actually waited in queue (3:58–4:03 p.m.<sup>1</sup>, for instance) during the first interval (two minutes, in our example) gets attributed to the first interval (3:30–3:59 p.m., in the corresponding \_SUBHR table). The remaining three minutes, in our example, get attributed to the latter interval (4:00–4:29 p.m.). Furthermore, a count is attributed to each interval in which the interaction persists—that is, a count of 1 for the interaction waiting in queue during the first interval and another count of 1 for the same interaction, waiting in queue, during the latter interval. Unlike the disposition-based aggregate tables, interval-based tables are not additive—day-level interval aggregates cannot be derived from the information stored in the hour-level aggregate table. Instead, Job\_AggregateGIM must amass the data for each aggregation level directly from the detailed fact tables for each interval.

Both the disposition- and interval-based aggregate tables combine intraday and historical data into one set of tables, prefixed AG2\_\*.

Figure 4 illustrates the organization of aggregate tables for Genesys Interactive Insights.



**Figure 4: Aggregate Data Organization—for Genesys Interactive Insights Reports**

<sup>1</sup> The time format is cropped, in this example, for brevity and clarity. The actual format should be provided as HH:MM:SS.

## Genesys Info Mart Views Database Schema

The Genesys Info Mart Views database schema contains read-only views on the dimensions, facts and aggregates in the Genesys Info Mart database schema. These views shield business users from evolutionary changes in the underlying tables and views, and they also prevent them from accidentally changing Genesys Info Mart data. Single-tenant deployment applications, as well as multi-tenant deployment service-provider applications, should query Genesys Info Mart data by using these views.

Specifically, this database schema contains:

- Dimension views
- Intraday fact views
- Historical fact views
- Blended fact views (combination of intraday and historical facts)
- Intraday aggregate views (hour level)
- Historical aggregate views (hour, day, week, month, quarter, year levels)
- Blended aggregate views (combination of intraday and historical hour aggregates)

Like the underlying fact and aggregate tables in the Genesys Info Mart database schema, the intraday fact and aggregate view names are prefixed with `R_`. Unlike the underlying fact and aggregate tables, the historical fact and aggregate view names are prefixed with `H_`. The blended fact and aggregate views, which contain a combination of intraday and historical data, have no prefix. For example, the `R_INTERACTION_FACT` is an intraday fact view, `H_INTERACTION_FACT` is a historical fact view, and `INTERACTION_FACT` is a view that combines the intraday and historical facts. These are depicted in the “GIM VIEWS OWNER/SCHEMA” portion of Figure 1. Your application queries the appropriate views, depending on whether it reports on intraday data, historical data, or both intraday and historical data.

**Note:** Since the read-only views have exactly the same columns as their underlying dimension, fact or aggregate tables, subject area diagrams and table descriptions for the views are not provided in this schema reference.

## Genesys Info Mart Tenant Views Database Schema

Genesys Info Mart supplies a separate database schema for each tenant (including the `Environment` tenant), in order to give each tenant access to only its own data. These database schemas shield business users from evolutionary changes in the underlying tables and views, and they also prevent them from accidentally changing Genesys Info Mart data. Because each tenant’s data is exposed through a different database schema, RDBMS administrators can control user access to tenant-specific data. Multi-tenant deployment applications should query Genesys Info Mart data using these read-only views, rather than querying the tables and views that reside in the Genesys Info Mart database schema.

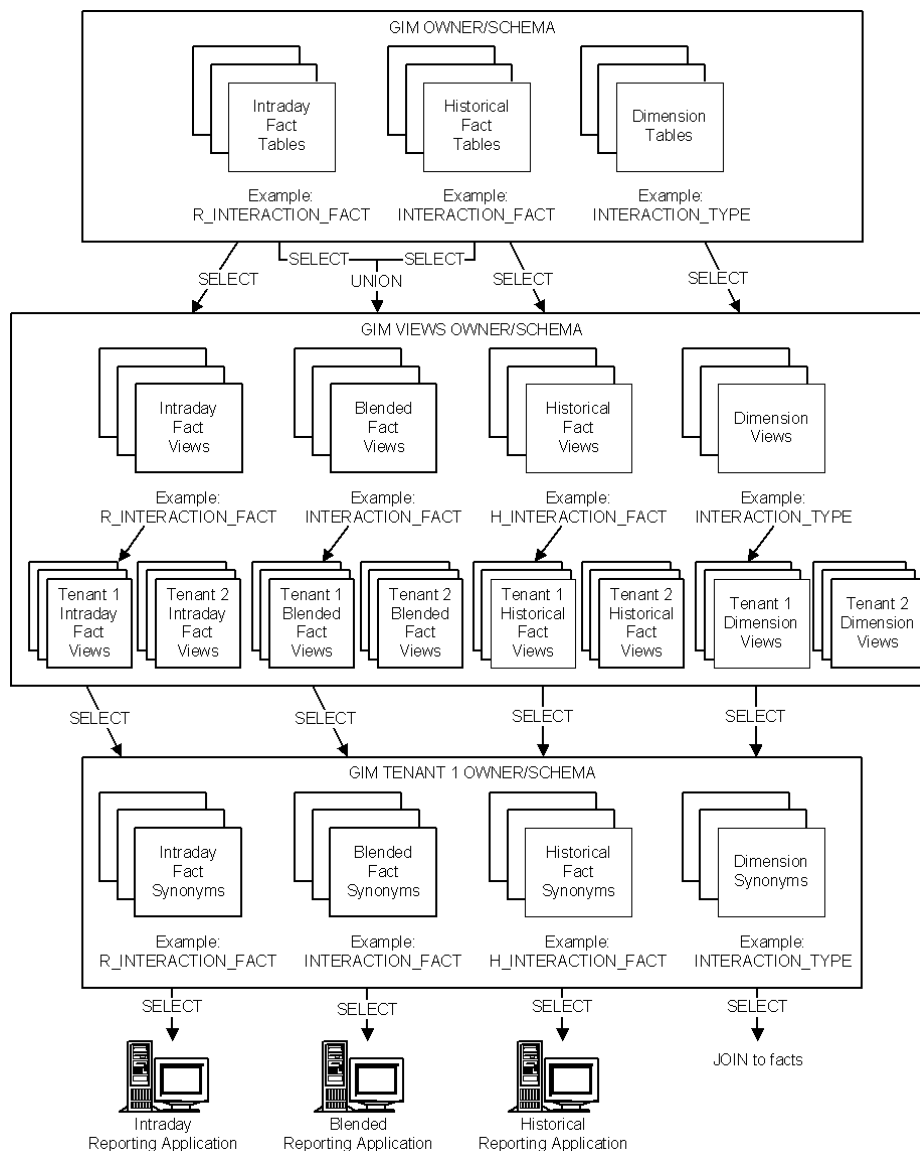
Specifically, each Genesys Info Mart Tenant Views database schema contains:

- Dimension synonyms
- Intraday fact synonyms
- Historical fact synonyms

- Blended fact synonyms (combination of intraday and historical facts)
- Intraday aggregate synonyms (hour level)
- Historical aggregate synonyms (hour, day, week, month, quarter, and year levels)
- Blended aggregate synonyms (combination of intraday and historical hour aggregates)

Like the underlying fact and aggregate views in the Genesys Info Mart Views database schema, the intraday fact and aggregate synonym names are prefixed with R\_, the historical fact and aggregate synonym names are prefixed with H\_, and the blended fact and aggregate synonyms have no prefix. The synonyms for one tenant, and the views on which they are based, are depicted in the GIM Tenant 1 Views Owner/Schema and GIM Views Owner/Schema portions of Figure 5. Your application queries the appropriate views, depending on whether it reports on intraday data, historical data, or both intraday and historical data.

**Note:** Since the synonyms have exactly the same columns as their underlying dimension, fact, or aggregate views, subject area diagrams and table descriptions for these synonyms are not provided in this schema reference.



**Figure 5: Multi-Tenant Data Organization**

## New In This Release

This section describes new or changed tables, views, and other changes to the Info Mart structure to support functionality that was introduced in the initial 7.6 release of Genesys Info Mart or in subsequent maintenance releases.

### New in Release 7.6.012

Release 7.6.012 of Genesys Info Mart adds new tables to Info Mart to support the functionality introduced with this release:

- New aggregation tables—To support disposition-based aggregates from which you can build your own custom reports to measure agent and agent group handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype:

- AG2\_OUT\_V\_I\_XN\_AGENT\_HOUR
- AG2\_OUT\_V\_I\_XN\_AGENT\_GRP\_HOUR

Day- and month-level aggregations are provided for all of these tables (suffix \*\_DAY and \*\_MONTH respectively).

- Views have also been added for the following new disposition-based aggregation tables to facilitate reporting of subhour-, week-, month-, quarter-, and year-level data. These views all share the same suffixes of \_SUBHR, \_WEEK, \_QRTR, and \_YEAR respectively:
- AG2\_OUT\_V\_I\_XN\_AGENT
  - AG2\_OUT\_V\_I\_XN\_AGENT\_GRP

Read more about these aggregation tables and views in the next chapter.

- Two new subject areas have been added to this document to illustrate the relationships between the new aggregation tables and dimensions:
- Aggr2\_Out\_V\_Ixn\_Agent
  - Aggr2\_Out\_V\_Ixn\_Agent\_Grp

Refer to the *Genesys Migration Guide* and other documents in the Genesys Info Mart 7.6 documentation set for a description of Genesys Info Mart 7.6 changes other than modifications to database structure.

### New in Release 7.6.005

Release 7.6.005 of Genesys Info Mart adds several new tables to Info Mart structure to support the functionality introduced with this release:

- New aggregation tables—Storing interval and disposition-based information about the interaction-handling activities of inbound voice interactions and the resource states and reasons on voice devices:
  - AG2\_INB\_V\_AGENT\_QUEUE
  - AG2\_INB\_V\_I\_XN\_AGENT and AG2\_INB\_V\_I\_XN\_AGENT\_GRP
  - AG2\_INB\_V\_I\_XN\_ID
  - AG2\_INB\_V\_I\_I\_XN\_AGENT
  - AG2\_INB\_V\_I\_SESS\_STATE
  - AG2\_INB\_V\_I\_STATE\_RSN
  - AG2\_INB\_V\_QUEUE and AG2\_INB\_V\_QUEUE\_GRP
  - AG2\_INB\_V\_QUEUE\_ANS
  - AG2\_INB\_V\_QUEUE\_ABN

These tables are used by the Genesys Interactive Insights product, which provides tools for generating reports off an Info Mart 7.6 database.

Hour- and day-level aggregations are provided for all of these tables (suffix \*\_HOUR and \*\_DAY respectively). In addition, subhour tables (\*\_SUBHR), configured at user discretion for 15- or 30-minute aggregation, are provided for the interval-based tables (AG2\_INB\_V\_I\_\*); month tables (\*\_MONTH) are provided for the disposition tables (the remaining tables).

- DATA\_MIGRATION—Storing information about the progress of migrated tables.
- DATE\_TIME dimension—Combining the functionality provided by ENTERPRISE\_DATE and TIME\_OF\_DAY tables in a non-time zone related format.
- Detail tables (DT\_\*)—Storing detailed information about agent states and reasons.
  - DT\_RES\_STATE\_FACT and DT\_RES\_STATE\_REASON\_FACT—Detailed information about agent states and the reasons for those states
  - DT\_DND\_FACT—Detailed information about do-not-disturb states
- INTERACTION\_RESOURCE\_FACT—Reflecting a resource-of-interest's participation in voice interactions where the resource of interest is an agent, self service IVR port, ACD Position, or an ACD queue, routing point, or non-self service IVR (where the interactions end at these resources).
- INTERACTION\_RESOURCE\_STATE—Characterizing interaction resource state facts by state (for example, dialing, ringing, talking), role (initiator/receiver), and descriptor (for example, inbound, outbound).
- IXN\_RESOURCE\_STATE\_FACT—Containing detailed voice interaction-related state transitions of an agent, self service IVR port, or ACD Position.
- MEDIATION\_SEGMENT\_FACT—Taking the place of VQ\_SEGMENT\_FACT, this table stores information about interactions entering and passing through other mediation DN types in addition to virtual queues. Several new columns have been added to accommodate this functionality.
- MMEDIA\_I\_XN\_FACT\_EXT—Combining the CHAT\_I\_XN\_FACT\_EXT and EMAIL\_I\_XN\_FACT\_EXT tables into one, this table extends their scope by storing media-specific facts about open media as well as multimedia interactions.

- **MMEDIA\_SEG\_FACT\_EXT**—Combining the **CHAT\_SEG\_FACT\_EXT** and **EMAIL\_SEG\_FACT\_EXT** tables into one, this table extends their scope by storing media-specific facts about open media as well as multimedia interaction segments.
- **RESOURCE\_GROUP\_COMBINATION**—Bridging facts with the **GROUP\_** dimension to facilitate the retrieval of resource group information given the many-to-many relationships that exist between these tables.
- **STOP\_ACTION**—Indicating why, and by whom, Multimedia interaction segments were stopped.
- **VOICE\_RES\_FACT\_EXT**—Characterizing interaction resource facts by voice-specific states and other attributes, such as whether text-to-speech or speech recognition was used in the processing of interactions.
- Summarized tables (**SM\_\***)—Storing summarized information about agent activity by media type:
  - **SM\_RES\_STATE\_FACT** and **SM\_RES\_STATE\_REASON\_FACT**—Summarized information about agent states and the reasons for those states
  - **SM\_RES\_SESSION\_FACT**— Summarized information about agent sessions
- Starting with Genesys Info Mart release 7.6.004, Genesys Info Mart provides support for UserEvent-based key-value pair (KVP) data that is sent within a configurable timeout after the associated voice interaction ends.
- Starting with Genesys Info Mart release 7.6.005, Genesys Info Mart provides enhanced support for reporting tools such as GI2 to report on:
  - Additional categories of calls—Calls that were too short for any useful customer interaction to have occurred; calls that rang at an agent, were not answered, and were subsequently transferred to another resource (Route on no answer [RONA]); calls that were abandoned while ringing.
  - The business attribute, if any, assigned to interactions that were distributed from Automatic Call Distribution (ACD) or Virtual Queues.
  - Inbound interactions that had a defined Baseline Service Objective and were offered to a resource.
  - The number of times inbound interactions were answered.

For more information about the Info Mart database schema changes that support this functionality, see the “Document Change History” section on [page 10](#).

- Improves aggregation and purging performance through the use of new indexes to improve access time to various tables in the Info Mart database schema. For more information about the indexes introduced in Genesys Info Mart release 7.6.005, see the “Document Change History” section on [page 10](#).

For users migrating from the Genesys Info Mart 7.5 release, this release also expands the functionality of pre-existing tables:

- **TECHNICAL\_DESCRIPTOR**—Now stores extended virtual queue dispositions regarding cleared interactions in the **RESULT\_REASON** and **RESULT\_REASON\_CODE** fields:

- RoutedFromAnotherVQ
  - DefaultRoutedByStrategy
  - DefaultRoutedBySwitch
  - TargetsCleared
  - Rejected
  - Revoked
  - PulledBackTimeout
  - Stopped
  - RoutedToOther
- Start and end DATE\_TIME keys and a TIME\_SLICE column were added to the following tables:
  - AGGREGATE\_CTRL\_SUBHOUR
  - AGGREGATE\_CTRL\_HOUR
  - AGGREGATE\_CTRL\_DAY
  - AGGREGATE\_CTRL\_MONTH
- RESOURCE\_—Includes a new field, RESOURCE\_ALIAS, to enable reporting based on a DN's alias.
- Column widths were expanded in the following tables to accommodate 20-digit media server interaction IDs:
  - INTERACTION\_FACT
  - INTERACTION\_SEGMENT\_FACT
  - GVP\_CALL\_FACT
- TIME\_RANGE—Adds 14 time-range buckets (BOUND\_6 through BOUND\_19) to categorize abandoned and answered interactions. The TIME\_RANGE\_TYPE and TIME\_RANGE\_TYPE\_CODE fields were also added to this table to classify the time range type: abandoned or answered.
- Some date and time-related indexes were updated to include keys to the TIME\_OF\_DAY dimension.

In addition, because some tables were renamed in this release, new views have been provided within Info Mart schema to maintain backward compatibility for reports that you may have created, namely:

- VQ\_SEGMENT\_FACT
- CHAT\_I\_XN\_FACT\_EXT
- EMAIL\_I\_XN\_FACT\_EXT
- CHAT\_SEG\_FACT\_EXT
- CHAT\_I\_XN\_FACT\_EXT

Views have also been added for the following new disposition-based, aggregation tables to facilitate reporting of subhour-, week-, month-, quarter-, and year-level data. These views all share the same suffixes of \_SUBHR, \_WEEK, \_QRTR, and \_YEAR respectively:

- AG2\_INB\_V\_AGENT\_QUEUE
- AG2\_INB\_V\_I\_XN\_AGENT and AG2\_INB\_V\_I\_XN\_AGENT\_GRP
- AG2\_INB\_V\_I\_XN\_ID
- AG2\_INB\_V\_QUEUE and AG2\_INB\_V\_QUEUE\_GRP
- AG2\_INB\_V\_QUEUE\_ABN
- AG2\_INB\_V\_QUEUE\_ANS

Read more about these aggregation tables and views in the next chapter.

The following views are no longer included in Info Mart schema:

- AIV\_VOICE\_SEG\_FACT\_EXT
- AIV\_VOICE\_I\_XN\_FACT\_EXT
- AIV\_RESOURCE\_STATE\_REASON\_FACT
- AIV\_RESOURCE\_GROUP\_FACT
- AIV\_INTERACTION\_SEGMENT\_FACT
- AIV\_INTERACTION\_FACT

Several new subject areas have been added to this document to illustrate the relationships between the new fact tables and dimensions and the new aggregation tables and dimensions:

- |                                  |                                 |
|----------------------------------|---------------------------------|
| • Aggr2_Inb_V_Agent_Q            | • Detail_Resource_State         |
| • Aggr2_Inb_V_I_Ag_Session_State | • Detail_Resource_State_Reason  |
| • Aggr2_Inb_V_I_Ag_State_Reason  | • Do_Not_Disturb                |
| • Aggr2_Inb_V_I_Ixn_Agent        | • Interaction_Resource          |
| • Aggr2_Inb_V_Ixn_Agent          | • Interaction_Resource_State    |
| • Aggr2_Inb_V_Ixn_IxnDscr        | • Mediation_Segment             |
| • Aggr2_Inb_V_Q                  | • Summary_Resource_Session      |
| • Aggr2_Inb_V_Q_Abn              | • Summary_Resource_State        |
| • Aggr2_Inb_V_Q_Ans              | • Summary_Resource_State_Reason |
| • Aggr2_Inb_V_Q_Group            |                                 |

Lastly, this document's format has been changed to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart (GIM) Server gathers Info Mart data. A more compressed format uses the following abbreviations to characterize fields throughout this document:

- P, for primary key
- M, for mandatory field
- F, for foreign key
- DV, for default value

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

Refer to the *Genesys Migration Guide* and other documents in the Genesys Info Mart 7.6 documentation set for a description of Genesys Info Mart 7.6 changes other than modifications to database structure.



## Chapter 2: Subject Areas

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact or aggregate table surrounded by the dimension tables that describe it.

This chapter describes each of these subject areas.

### Understanding the Subject Area Diagrams

#### Intraday and Historical Data

The subject area diagrams combine intraday and historical data. They represent the dimensions, facts, and aggregates that are accessed through the Genesys Info Mart Views database schema. A given fact or aggregate table, and the read-only views defined on it, have exactly the same columns. For more information about the relationship between tables and views in Genesys Info Mart schemas, see “Genesys Info Mart Overview”.

**Note:** Your application supplies a prefix to table names, as applicable, to indicate the reporting view being used:

- R\_ for intraday reports
- H\_ for historical reports
- No prefix for blended intraday and historical reports.

#### Hidden Columns

To improve legibility of the subject area diagrams, some table columns are not displayed. Generally, the omitted columns are rarely used in business user queries. The following administrative columns are not displayed in dimension, fact, or aggregate tables in the diagrams:

- CREATE\_AUDIT\_KEY
- UPDATE\_AUDIT\_KEY
- GMT\_ROW\_CREATED\_TIME
- GMT\_ROW\_UPDATED\_TIME
- PURGE\_FLAG

Also, the following reserved columns are not displayed in the fact tables in the diagrams:

- COST\_LOCAL\_CURRENCY
- COST\_STD\_CURRENCY
- LOCAL\_ENTERPRISE\_DATE\_KEY
- LOCAL\_TENANT\_DATE\_KEY
- LOCAL\_TIME\_OF\_DAY\_KEY
- LOCAL\_START\_TIME
- LOCAL\_END\_TIME
- REVENUE\_LOCAL\_CURRENCY
- REVENUE\_STD\_CURRENCY

#### Legend

The subject area diagrams use the following conventions:

- The fact and aggregate tables have a shaded background.
- Dimension tables have a white background.
- Surrogate key references from fact tables to dimension tables are represented by solid lines.
- Surrogate key references from dimension tables to other dimension tables (*snowflaked dimension references*) are represented by solid lines.

Note that many dimension tables are found in multiple subject areas.

### Creating Queries

Use the subject area diagrams in the following sections to determine how best to query the information stored by Genesys Info Mart. For example, to report information on the history of each place in a place group:

1. Review the Place\_Group subject area diagram on [page 110](#). The subject area diagram shows the PLACE\_GROUP\_FACT table (in blue) surrounded by the dimension tables that describe it.
2. Construct a query which constrains the facts that are queried, based on the attributes of the PLACE\_GROUP dimension tables.

You can create queries that retrieve information from a single subject area. For example, you can query the tables in the Resource\_Group subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject areas. For example, to determine how many interactions a particular agent group handles on a given day, you can create a query that combines information from the Resource\_Group and Interaction\_Segment subject areas.

As described in “Related Fact Tables” on the following page, some fact tables contain direct references to other fact tables. Information from related fact tables can be used in combination. In addition, information from the following fact tables, which do not have direct references to each other can be used in combination:

- INTERACTION\_SEGMENT\_FACT and PLACE\_GROUP\_FACT
- INTERACTION\_SEGMENT\_FACT and RESOURCE\_GROUP\_FACT
- INTERACTION\_SEGMENT\_FACT and RESOURCE\_SKILL\_FACT

For sample queries that address the most common reporting requirements, refer to the *Genesys Info Mart 7.6 SQL Queries Guide*.

### Notes

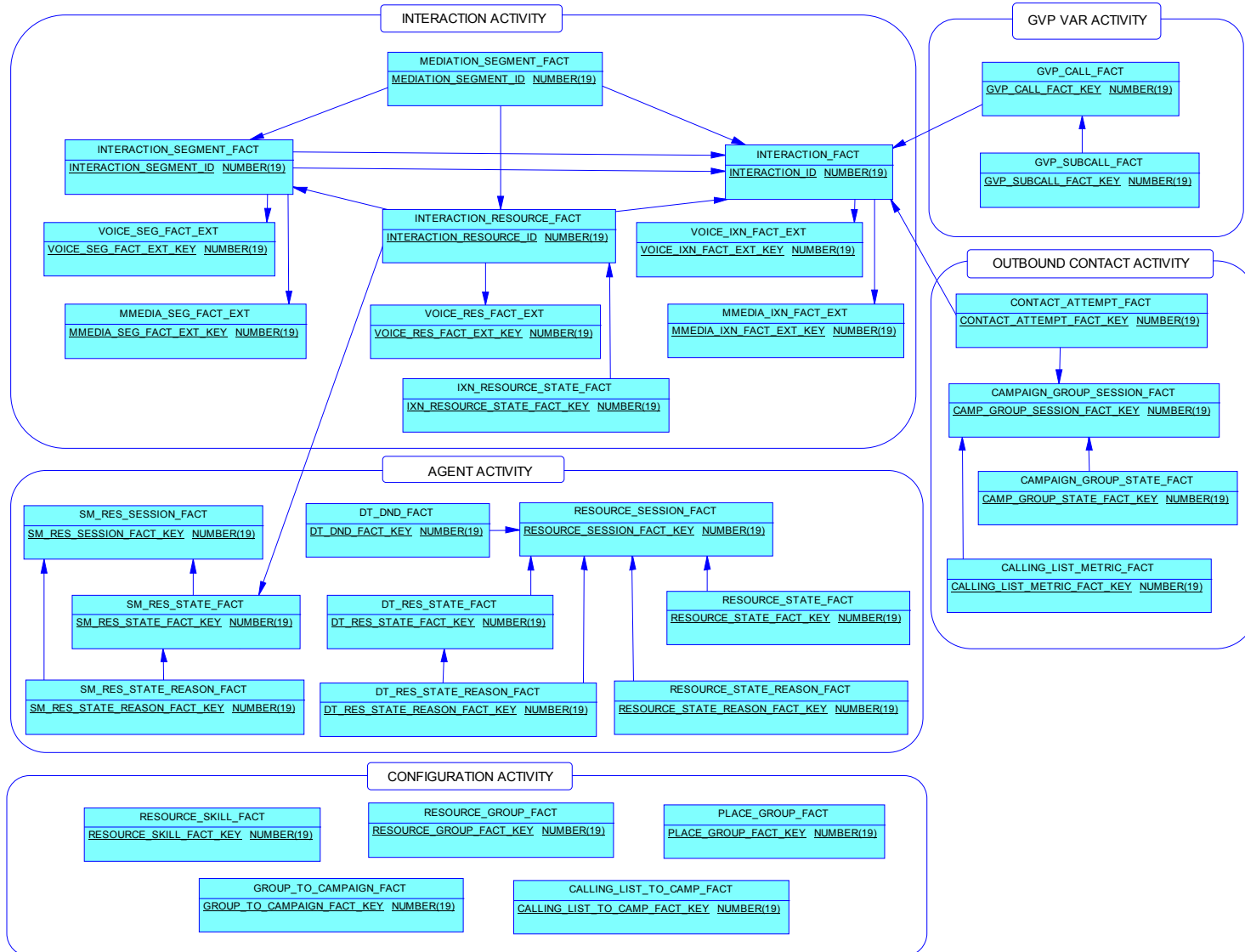
The subject area diagrams depict fact or aggregate table views that blend intraday and historical data. The corresponding intraday-only and historical-only views contain exactly the same columns as the blended view depicted in the diagram.

To access intraday-only data in the Info Mart, prefix the view name with R\_.

To access historical-only data, prefix the view name with H\_ in the Genesys Info Mart Views database schema. Refer to “Genesys Info Mart Overview” in Chapter 1, for more information about intraday-only, historical-only, and blended fact and aggregate views.

To improve legibility of the subject area diagram, some dimension, fact or aggregate columns are not displayed. Please refer to the specific table in Chapter 3 for a complete description of all the columns.

## Related Facts Tables



### Description

In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.

### Notes:

Genesys Info Mart does not populate the relationship between `INTERACTION_SEGMENT_FACT` and the root `INTERACTION_FACT`. In addition, for voice media, Genesys Info Mart does not populate the relationships between:

`RESOURCE_STATE_FACT` and `RESOURCE_SESSION_FACT`

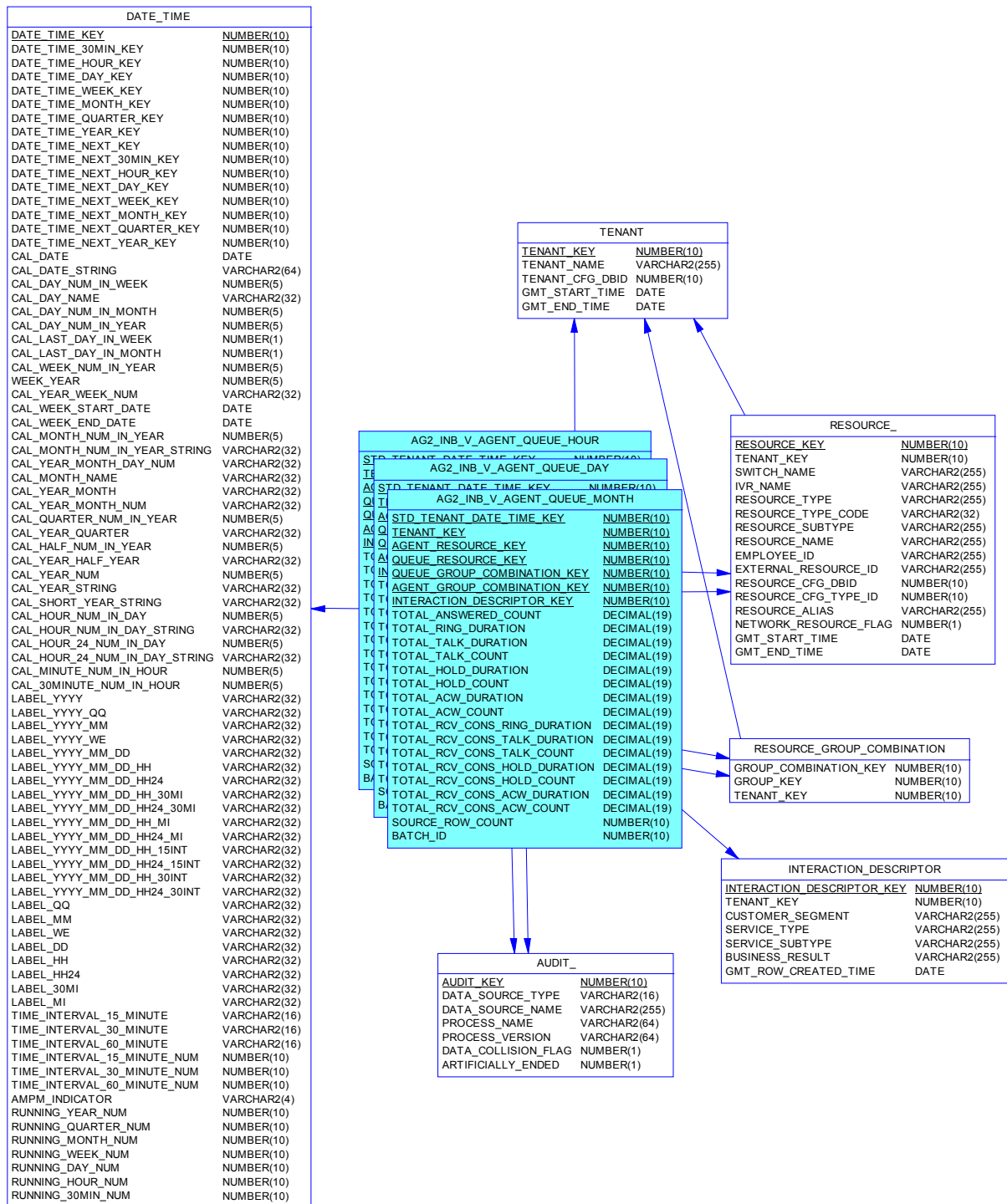
`RESOURCE_STATE_REASON_FACT` and `RESOURCE_SESSION_FACT`

## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| CALLING_LIST_METRIC_FACT    | Represents a snapshot of outbound campaign calling list metrics.   |
| CALLING_LIST_TO_CAMP_FACT   | Represents the association of a calling list to an outbound campaign.  |
| CAMPAIGN_GROUP_SESSION_FACT | Represents the loading and unloading of an outbound campaign group session.  |
| CAMPAIGN_GROUP_STATE_FACT   | Represents the states of a campaign group session.   |
| CONTACT_ATTEMPT_FACT        | Represents a processing attempt for an outbound campaign contact.  |
| DT_DND_FACT                 | Represents the history of contact center resource usage of the Do Not Disturb feature.   |
| DT_RES_STATE_FACT           | Represents detailed contact center resource activities.  |
| DT_RES_STATE_REASON_FACT    | Represents detailed contact center resource state reasons.   |
| GROUP_TO_CAMPAIGN_FACT      | Represents the association of an agent or place group to an outbound campaign.   |
| GVP_CALL_FACT               | Represents calls processed by Genesys Voice Platform (GVP).  |
| GVP_SUBCALL_FACT            | Represents subcall flows processed by Genesys Voice Platform (GVP).  |
| INTERACTION_FACT            | Represents interactions from a customer experience perspective.  |
| INTERACTION_RESOURCE_FACT   | Represents a summary of each attempt to handle an interaction. It encompasses the mediation process required to offer the interaction to a target handling resource, as well as the activities of that target handling resource. |
| INTERACTION_SEGMENT_FACT    | Represents interactions from the perspective of contact center resources.  |
| IXN_RESOURCE_STATE_FACT     | Provides detailed interaction-handling state information in the context of an interaction resource fact. Facilitates interval-based reporting for interaction-related resource states.   |
| MEDIATION_SEGMENT_FACT      | Describes interaction activity with respect to ACD and virtual queues.   |
| MMEDIA_IXN_FACT_EXT         | Represents interactions from the perspective of a specific media type.   |
| MMEDIA_SEG_FACT_EXT         | Represents interaction segments from the perspective of a Multimedia Solution media type.  |
| PLACE_GROUP_FACT            | Represents the membership of places among place groups.  |
| RESOURCE_GROUP_FACT         | Represents the memberships of contact center resources among resource groups.  |
| RESOURCE_SESSION_FACT       | Represents detailed agent resource media sessions from login to logout.  |
| RESOURCE_SKILL_FACT         | Represents the skill resumes of agent resources.   |
| RESOURCE_STATE_FACT         | Represents contact center resource activities, summarized to the media type and place.   |
| RESOURCE_STATE_REASON_FACT  | Represents contact center resource state reasons, summarized to the media type and place.  |
| SM_RES_STATE_FACT           | Represents agent resource states, summarized to the media type.  |

| Code                     | Comment  |
|--------------------------|--|
| SM_RES_STATE_REASON_FACT | Represents agent resource state reasons, summarized to the media type.                       |
| SM_RES_SESSION_FACT      | Represents agent resource media sessions from login to logout, summarized to the media type. |
| VOICE_IXN_FACT_EXT       | Represents interactions from a voice media-specific perspective.                             |
| VOICE_RES_FACT_EXT       | Represents interaction resource facts from the voice media-specific perspective.             |
| VOICE_SEG_FACT_EXT       | Represents interaction segments from a voice media-specific perspective.                     |

## Aggr2\_Inb\_V\_Agent\_Q Subject Area



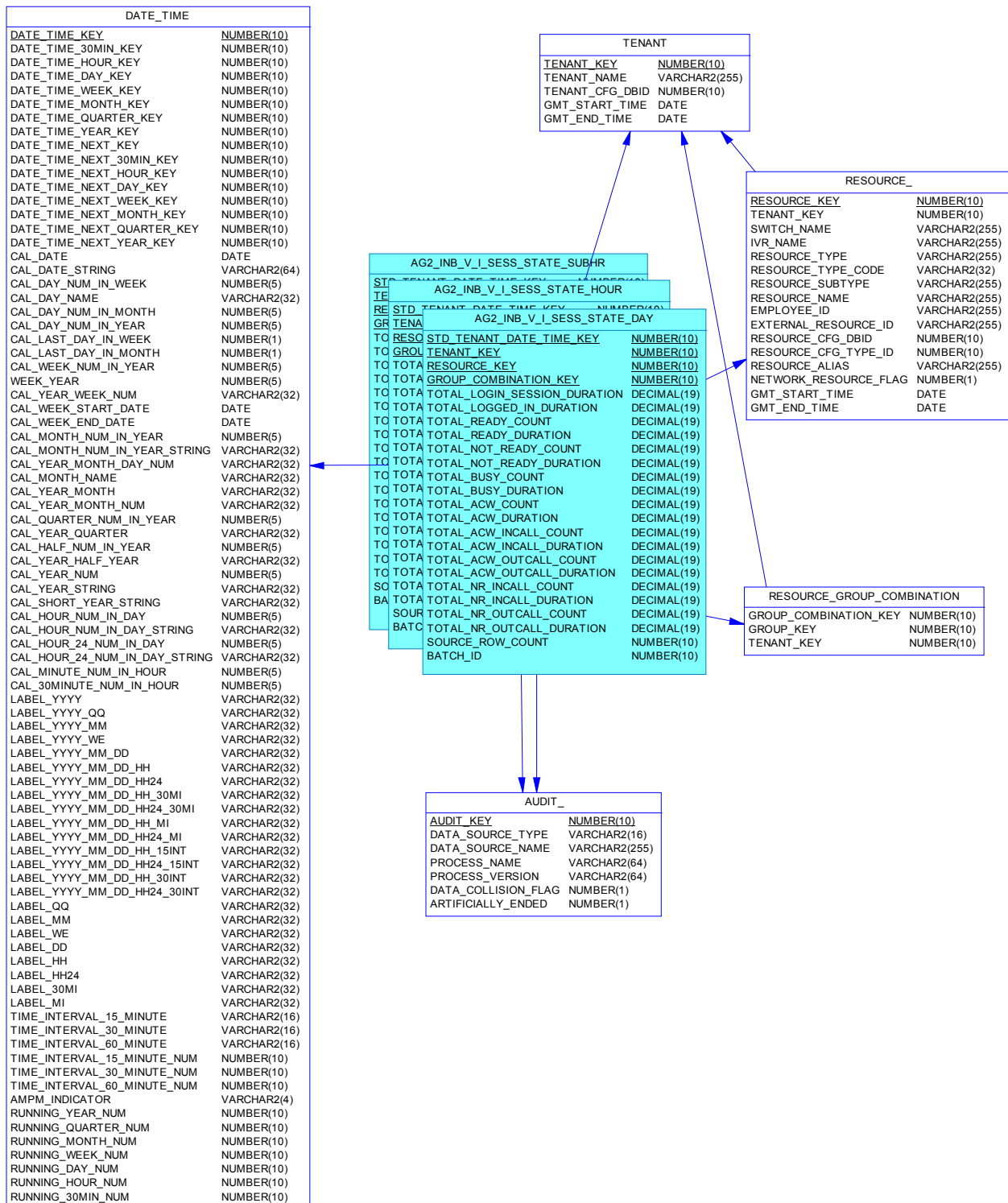
### Description

This subject area provides hourly rollups of agent interaction-handling activities distributed from ACD and virtual queues, based on key business attributes (such as customer segment, service type, and service subtype), and attributed to the interval in which the agent received inbound voice interactions.

## Subject Area Tables

| Code                       | Comment   |
|----------------------------|---|
| AG2_INB_V_AGENT_QUEUE_HOUR | Hourly rollup of inbound voice interaction-handling activities by agent resources who received those interactions distributed from ACD or virtual queues, based on key business attributes (such as customer segment, service type, and service subtype). |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| INTERACTION_DESCRIPTOR     | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.   |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.  |
| TENANT                     | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_I\_Ag\_Session\_State Subject Area



### Description

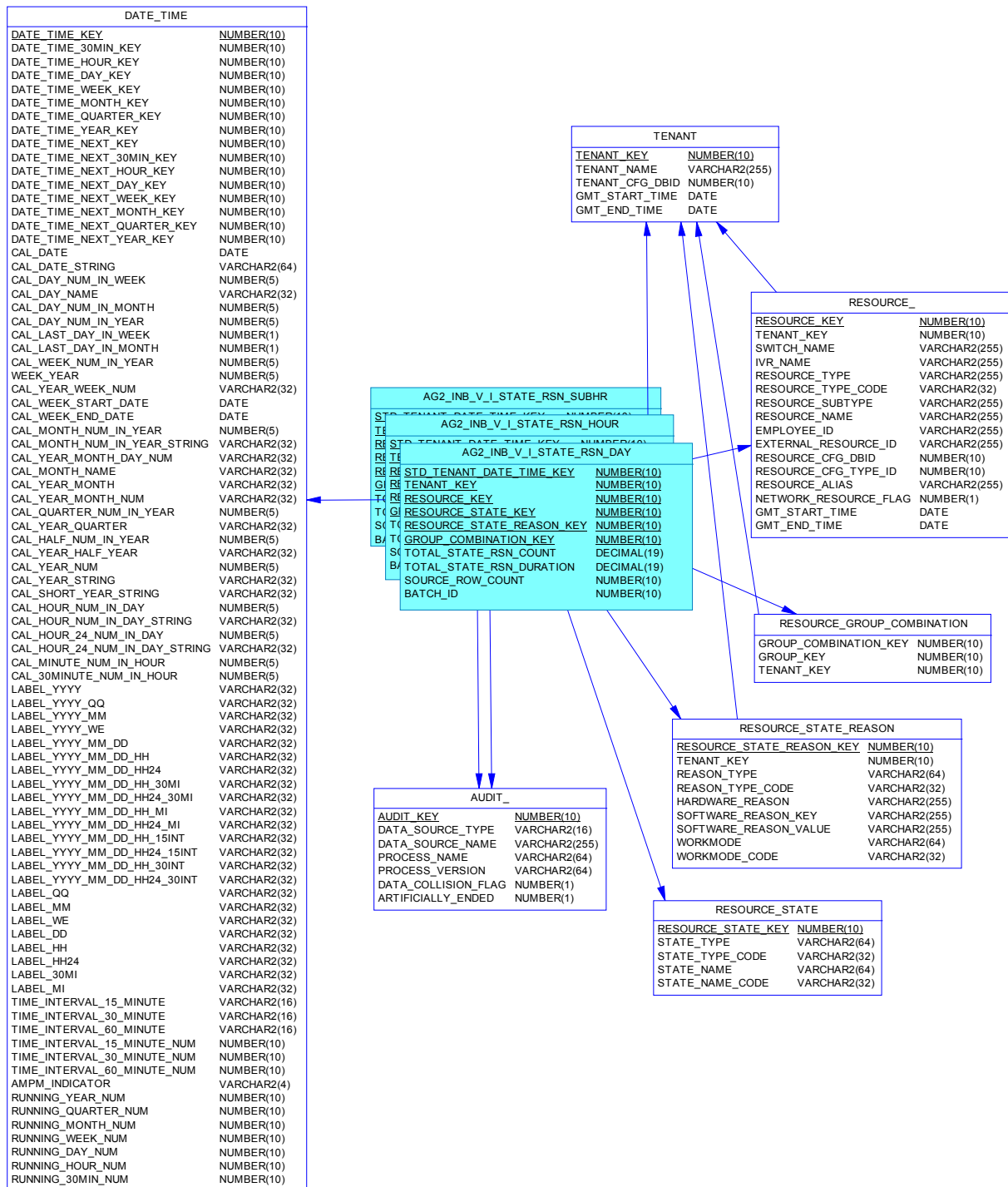
This subject area provides hourly rollups of agent voice-related session states that occur within the interval.



## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG2_INB_V_I_SESS_STATE_HOUR | Hourly rollup of agent voice-related session states confined to an interval.                           |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.                                |
| DATE_TIME                   | Allows facts to be described by attributes of standard calendar date and 15-minute interval.           |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.                      |
| RESOURCE_GROUP_COMBINATION  | Allows facts to be described based on the membership of resources in a combination of resource groups. |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |

### Aggr2\_Inb\_V\_I\_Ag\_State\_Reason Subject Area



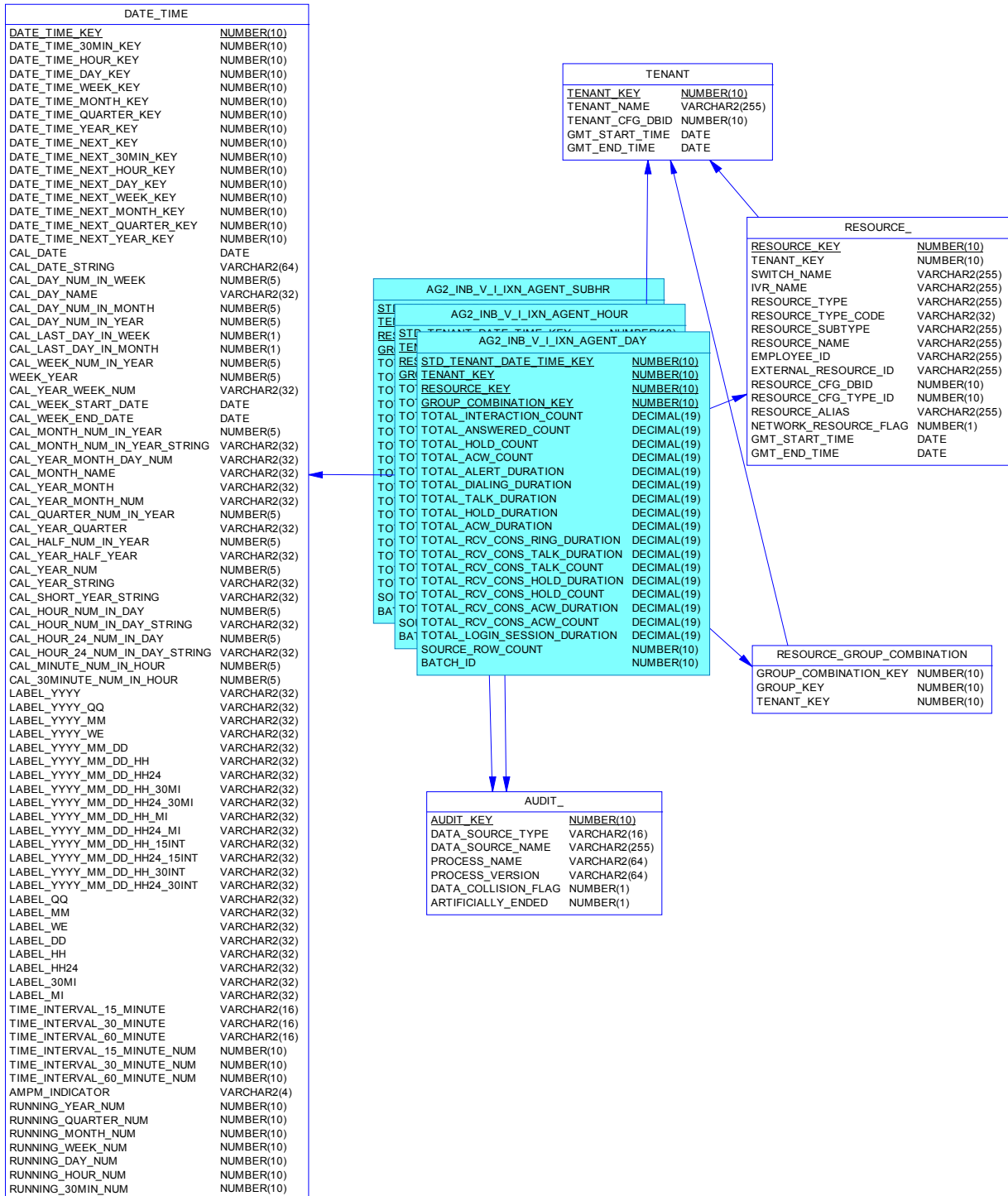
### Description

This subject area provides hourly rollups of reasons for agent voice-related states, confined to the interval.

## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AG2_INB_V_I_STATE_RSN_HOUR | Hourly rollup of reasons for agent voice-related states confined to the interval.                      |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.                                |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.           |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.                      |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups. |
| RESOURCE_STATE             | Allows facts to be described by the states of the contact center resources.                            |
| RESOURCE_STATE_REASON      | Allows facts to be described by the state reason of the associated agent resource.                     |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |

## Aggr2\_Inb\_V\_I\_Ixn\_Agent Subject Area



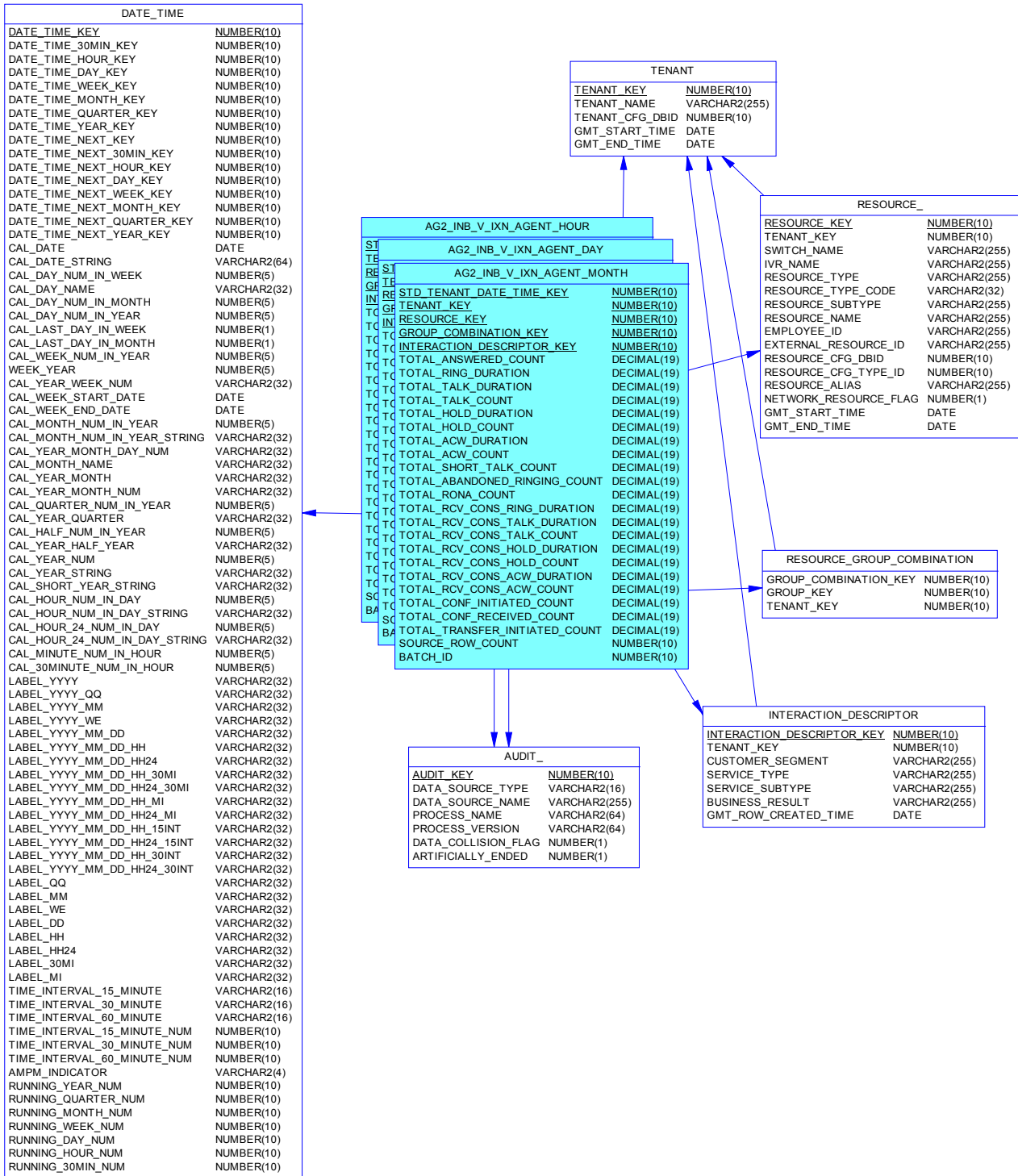
### Description

This subject area provides an hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.

## Subject Area Tables

| Code                        | Comment   |
|-----------------------------|---|
| AG2_INB_V_I_I_XN_AGENT_HOUR | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions. |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                   | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.   |
| RESOURCE_GROUP_COMBINATION  | Allows facts to be described based on the membership of resources in a combination of resource groups.  |
| TENANT                      | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Ixn\_Agent Subject Area



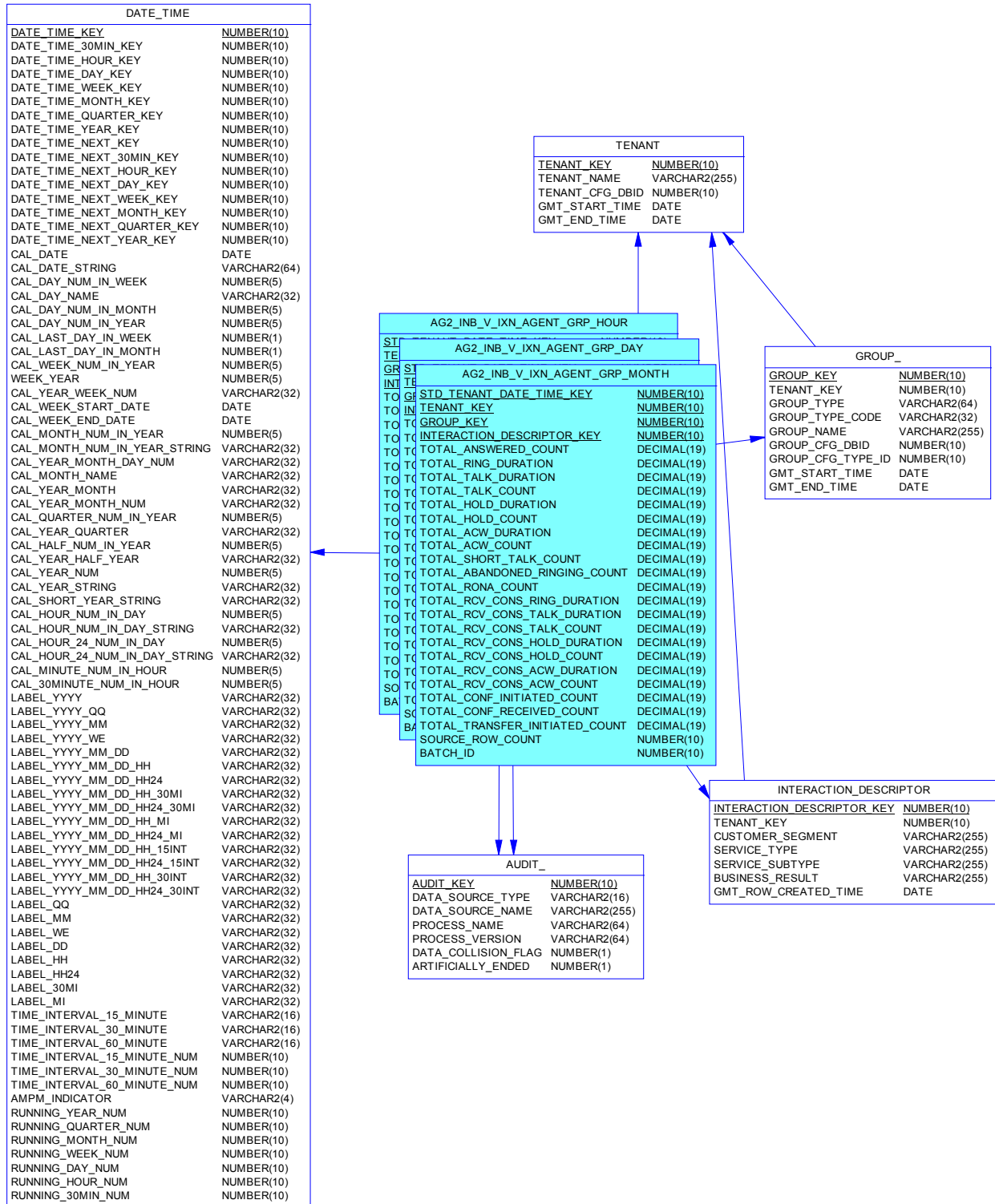
### Description

This subject area provides hourly rollups of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

## Subject Area Tables

| Code                       | Comment   |
|----------------------------|---|
| AG2_INB_V_I_XN_AGENT_HOUR  | Hourly rollup of agents handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.     |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| INTERACTION_DESCRIPTOR     | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.   |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.  |
| TENANT                     | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Ixn\_Agent\_Grp Subject Area



### Description

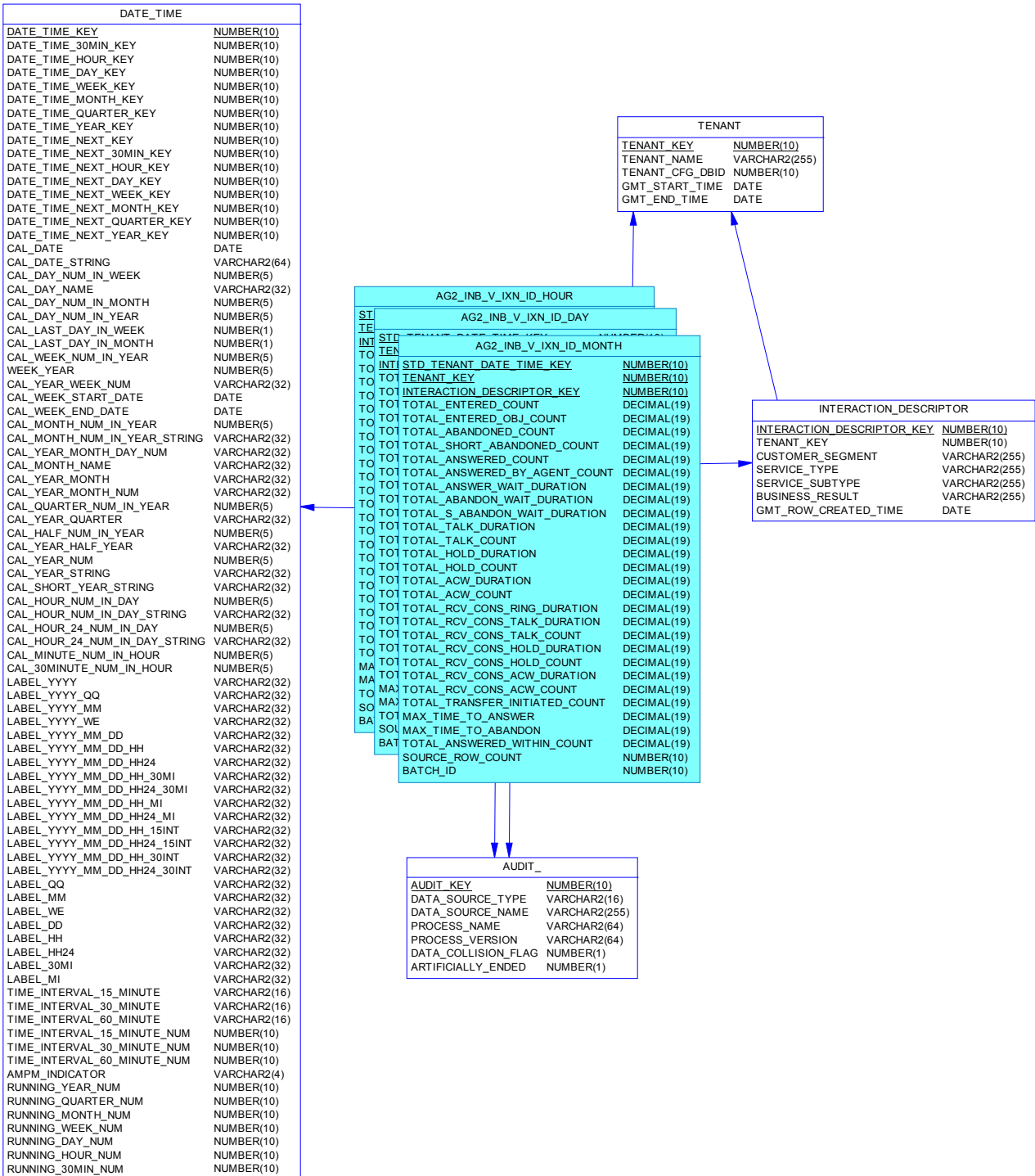
This subject area provides agent group rollups of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.



## Subject Area Tables

| Code                          | Comment   |
|-------------------------------|---|
| AG2_INB_V_I_XN_AGENT_GRP_HOUR | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.   |
| AUDIT_                        | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                     | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| GROUP_                        | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.                                    |
| INTERACTION_DESCRIPTOR        | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| TENANT                        | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Ixn\_IxnDscr Subject Area



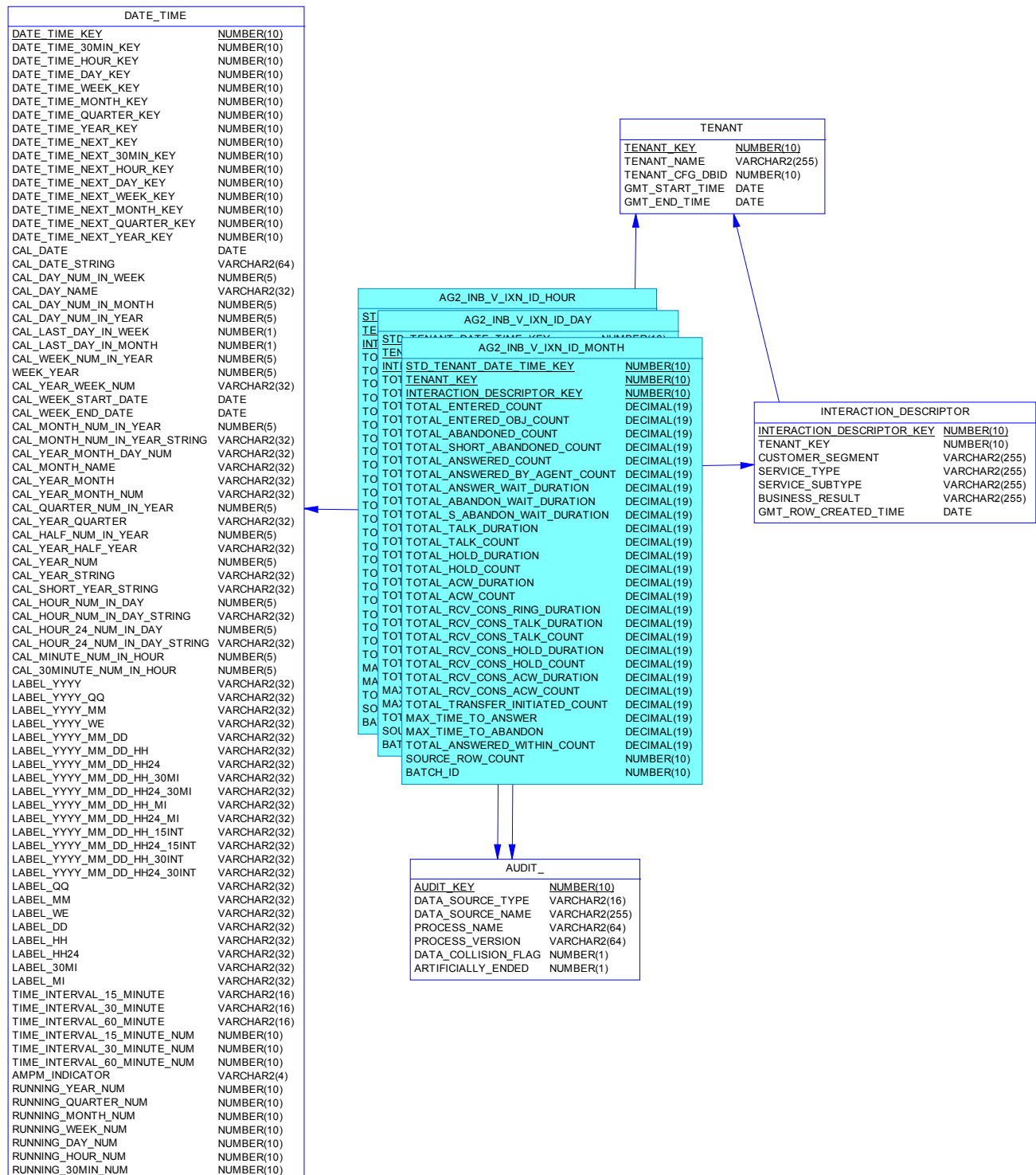
### Description

This subject area provides hourly rollups of the handling activities of inbound voice interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.

## Subject Area Tables

| Code                   | Comment   |
|------------------------|---|
| AG2_INB_V_IXN_ID_HOUR  | Hourly rollup of resource interaction-handling activities for inbound voice interactions that are assigned a specific business attribute.                         |
| AUDIT_                 | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME              | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| INTERACTION_DESCRIPTOR | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| TENANT                 | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Ixn\_IxnDscr Subject Area



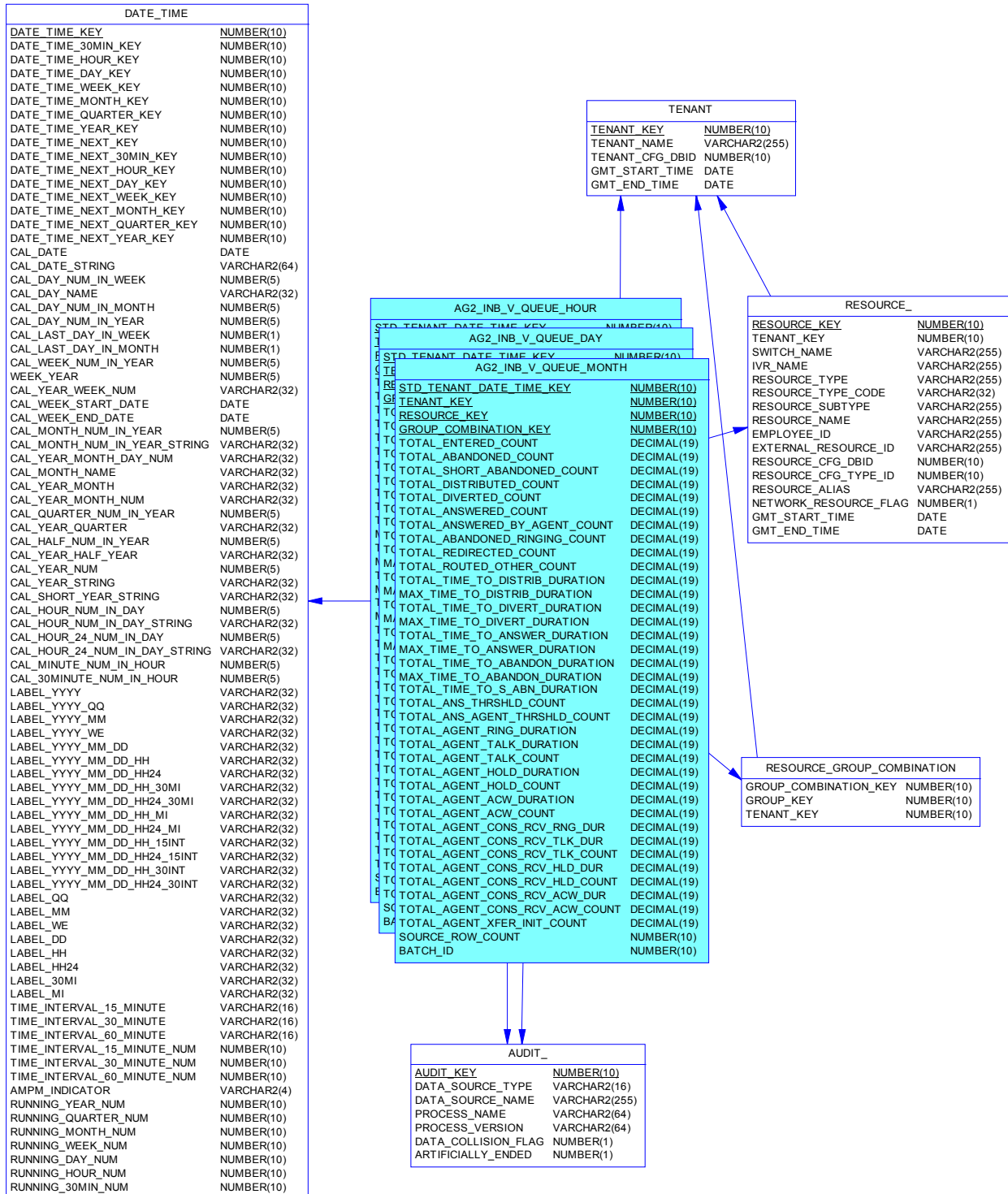
### Description

This subject area provides hourly rollups of the handling activities of inbound voice interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.

## Subject Area Tables

| Code                   | Comment   |
|------------------------|---|
| AG2_INB_V_I_XN_ID_HOUR | Hourly rollup of resource interaction-handling activities for inbound voice interactions that are assigned a specific business attribute.                         |
| AUDIT_                 | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME              | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| INTERACTION_DESCRIPTOR | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| TENANT                 | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Q Subject Area



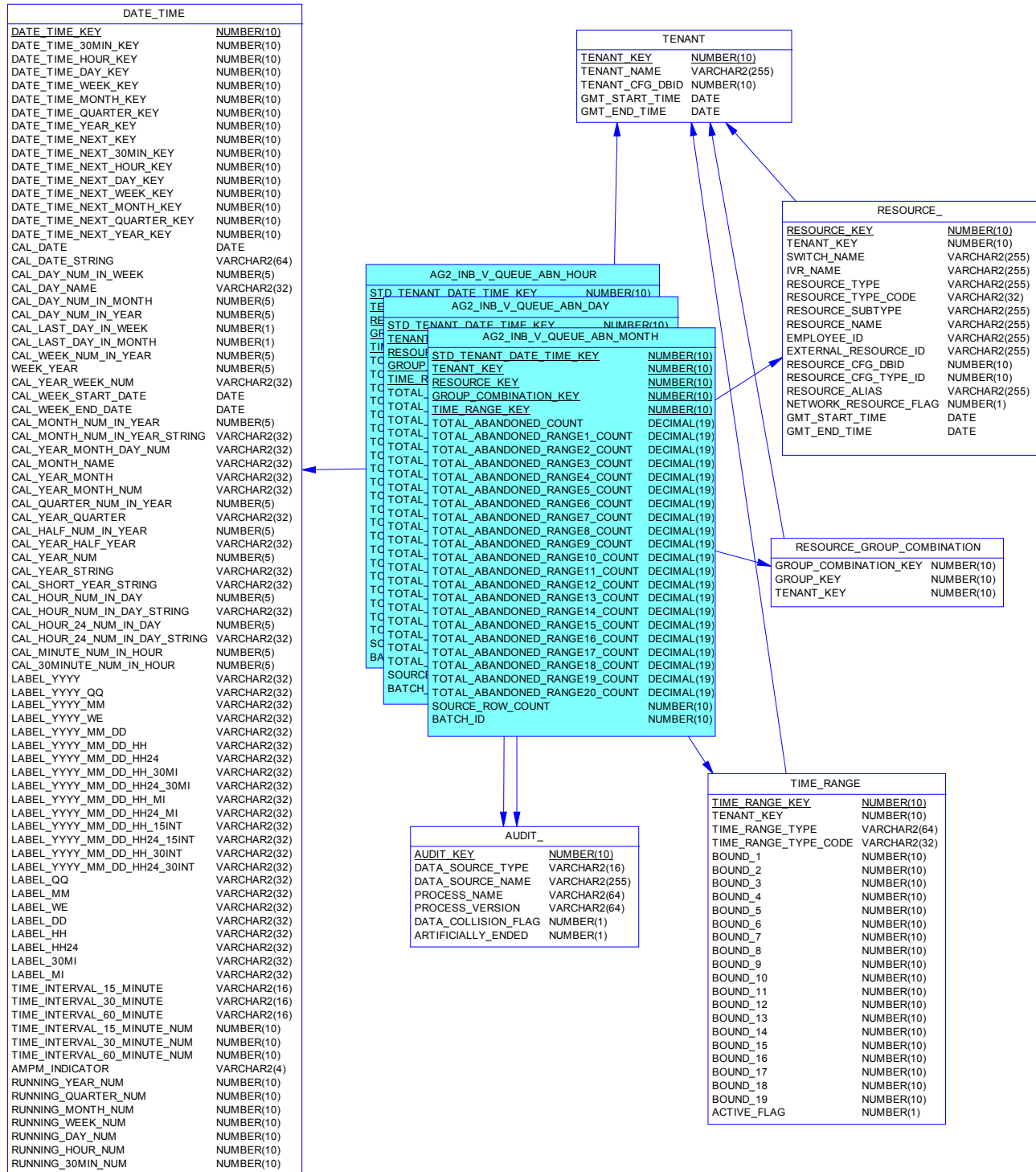
### Description

This subject area provides hourly rollups of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.

## Subject Area Tables

| Code                                    | Comment   |
|---|---|
| AG2_INB_V_QUEUE_HOUR                    | Hourly rollup of the dispositions, counts, and durations related to the queuing and the handling of inbound voice interactions.   |
| AUDIT_<br>DATE_TIME                     | Allows facts and dimensions to be described by data lineage attributes.<br>Allows facts to be described by attributes of standard calendar date and 15-minute interval.                     |
| RESOURCE_<br>RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the attributes of contact center resources.<br>Allows facts to be described based on the membership of resources in a combination of resource groups. |
| TENANT                                  | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Inb\_V\_Q\_Abn Subject Area



### Description

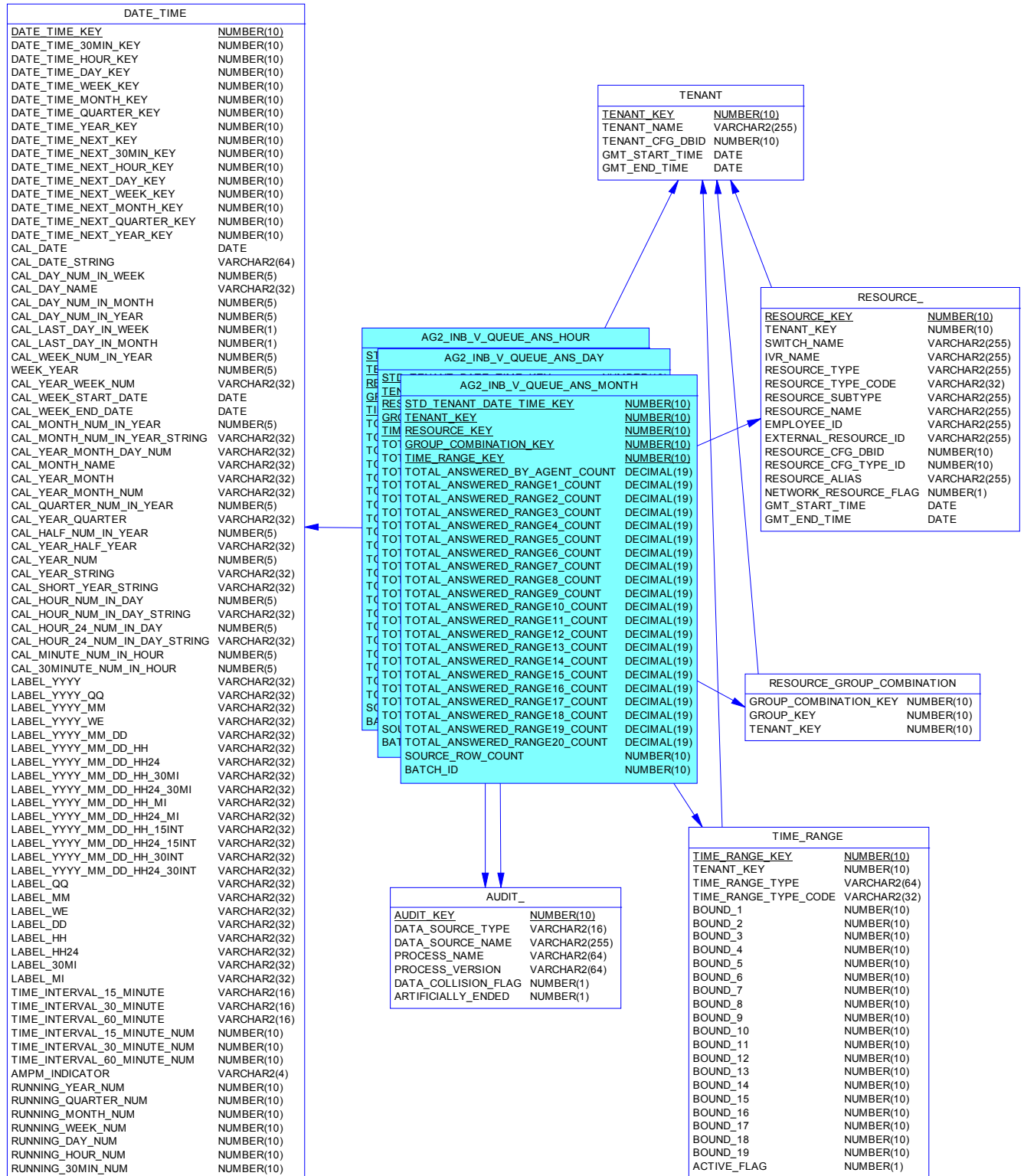
This subject area provides hourly rollups of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.



## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AG2_INB_V_QUEUE_ABN_HOUR   | Hourly rollup of inbound, abandoned-in-queue, voice interaction counts.  |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.  |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.  |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.   |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TIME_RANGE                 | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/> range 2 = bound 1 &lt;= bound 2<br/> range 3 = bound 2 &lt;= bound 3<br/> range 4 = bound 3 &lt;= bound 4<br/> ...<br/> range 19 = bound 18 &lt;= bound 19<br/> range 20 = greater than bound 19</p> |

# Aggr2\_Inb\_V\_Q\_Ans Subject Area



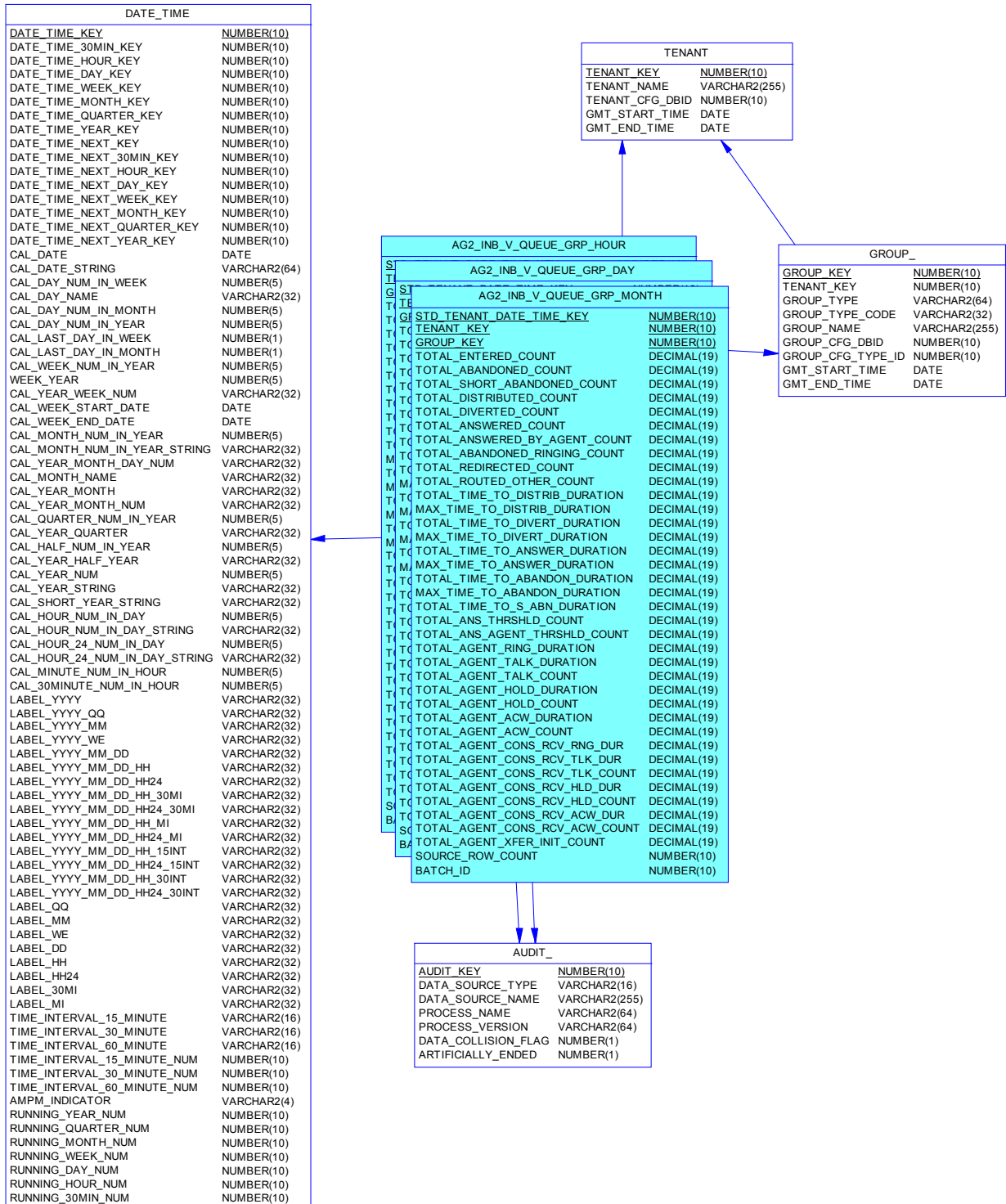
## Description

This subject area provides hourly rollups of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.

## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AG2_INB_V_QUEUE_ANS_HOUR   | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.   |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.  |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.  |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.   |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TIME_RANGE                 | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/> range 2 = bound 1 &lt;= bound 2<br/> range 3 = bound 2 &lt;= bound 3<br/> range 4 = bound 3 &lt;= bound 4<br/> ...<br/> range 19 = bound 18 &lt;= bound 19<br/> range 20 = greater than bound 19</p> |

## Aggr2\_Inb\_V\_Q\_Group Subject Area



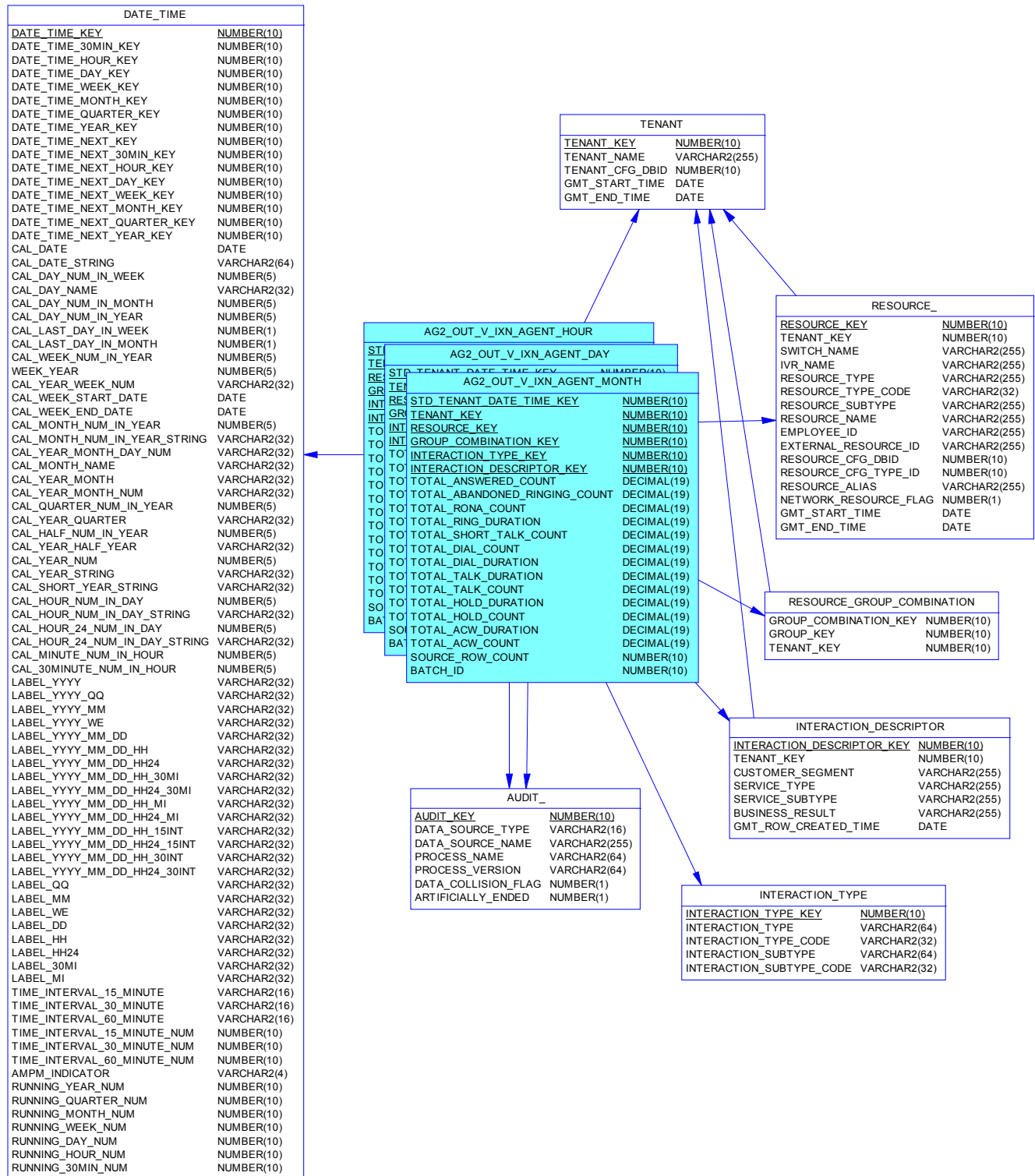
### Description

This subject area provides hourly rollups of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.

## Subject Area Tables

| Code                     | Comment  |
|--------------------------|--|
| AG2_INB_V_QUEUE_GRP_HOUR | Hourly rollup of the dispositions, counts, and durations related to the queuing and the handling of inbound voice interactions for ACD and virtual queues that belong to queue groups. |
| AUDIT_                   | Allows facts and dimensions to be described by data lineage attributes.  |
| DATE_TIME                | Allows facts to be described by attributes of standard calendar date and 15-minute interval.   |
| GROUP_                   | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.   |
| TENANT                   | Allows facts to be described based on attributes of a tenant.  |

## Aggr2\_Out\_V\_Ixn\_Agent Subject Area



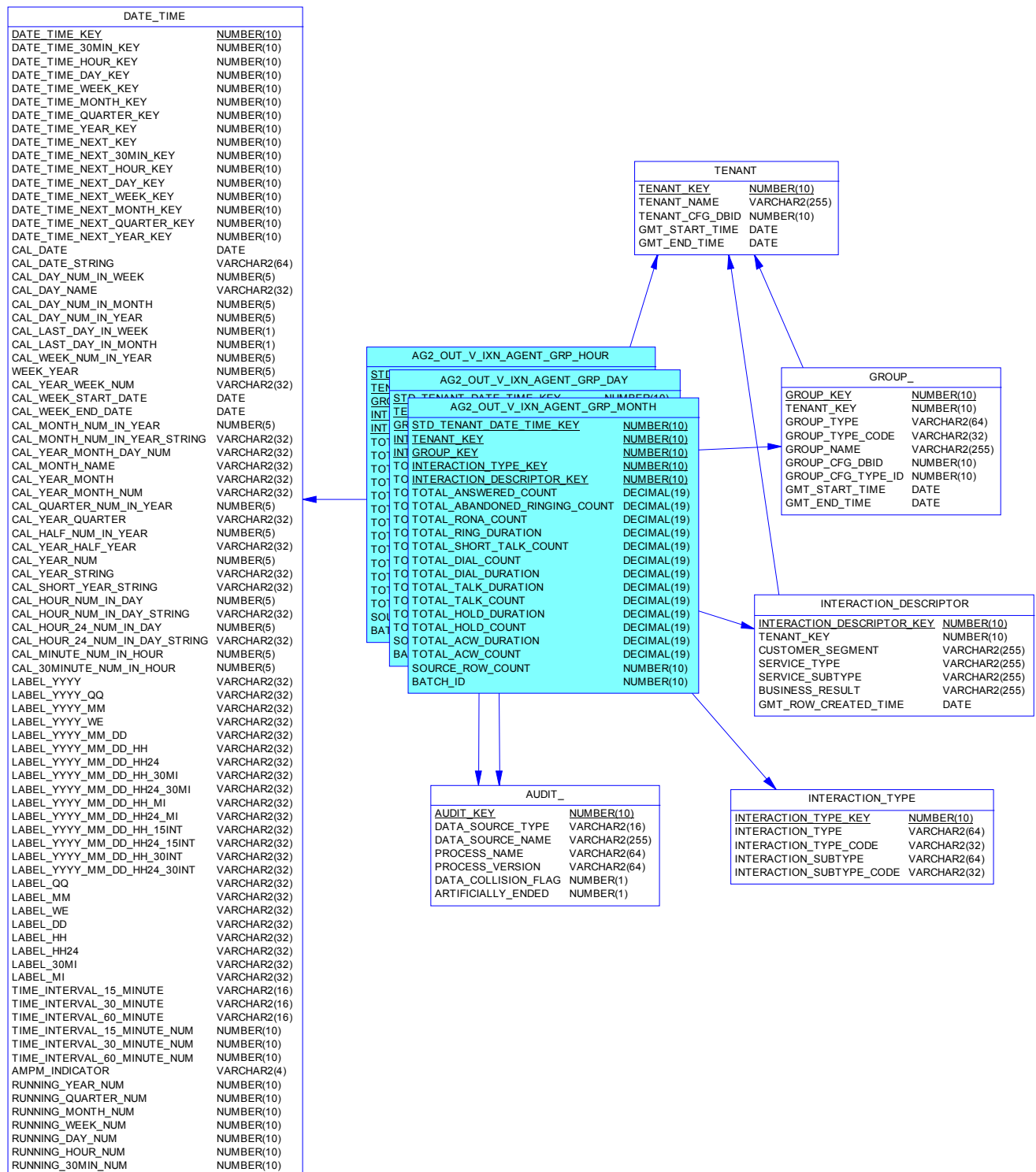
### Description

This subject area provides agent rollups of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

## Subject Area Tables

| Code                       | Comment   |
|----------------------------|---|
| AG2_OUT_V_I_XN_AGENT_HOUR  | Hourly rollup of agents handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute intervals.   |
| INTERACTION_DESCRIPTOR     | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.           |
| INTERACTION_TYPE           | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.  |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.   |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.  |
| TENANT                     | Allows facts to be described based on attributes of a tenant.   |

## Aggr2\_Out\_V\_Ixn\_Agent\_Grp Subject Area



### Description

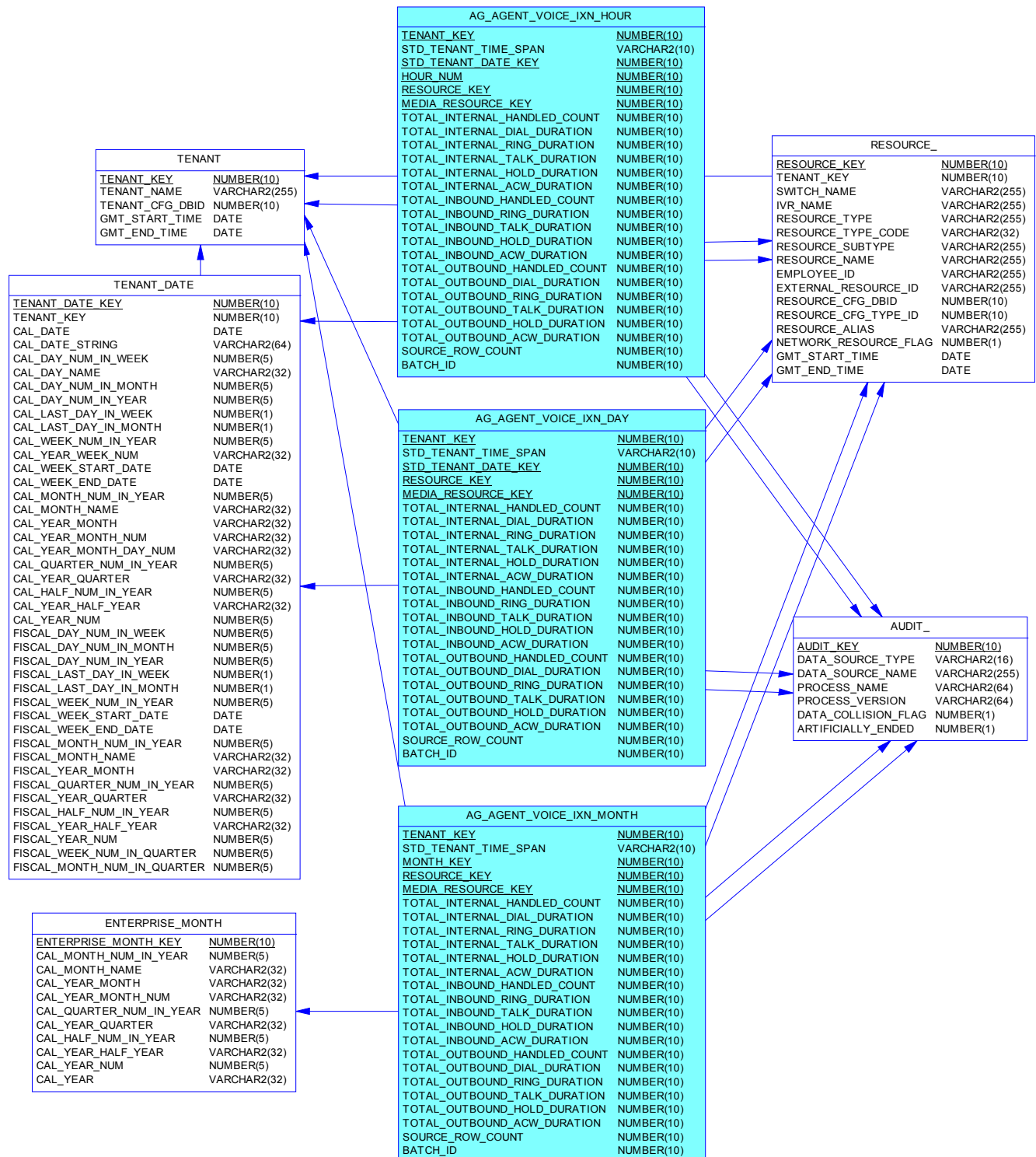
This subject area provides agent group rollups of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.



## Subject Area Tables

| Code                          | Comment   |
|-------------------------------|---|
| AG2_OUT_V_I_XN_AGENT_GRP_HOUR | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |
| AUDIT_                        | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                     | Allows facts to be described by attributes of standard calendar date and 15-minute interval.  |
| GROUP_                        | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.  |
| INTERACTION_DESCRIPTOR        | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.             |
| INTERACTION_TYPE              | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.  |
| TENANT                        | Allows facts to be described based on attributes of a tenant.   |

## Aggregate\_Agent\_Task Subject Area



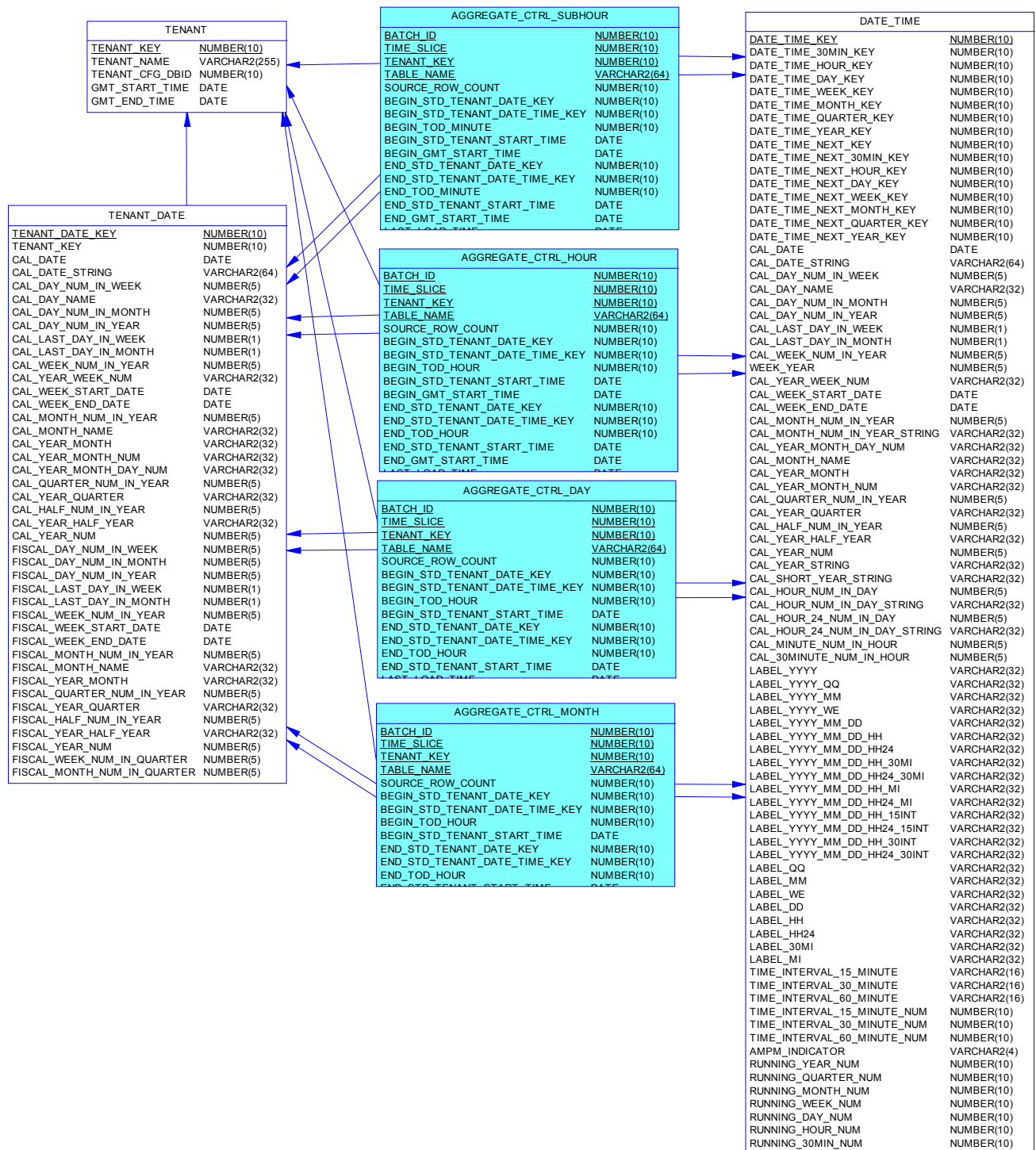
### Description

The subject area provides summary information about agent activity.

## Subject Area Tables

| Code                    | Comment  |
|-------------------------|--|
| AG_AGENT_VOICE_IXN_HOUR | Hourly summary information about agent activity.   |
| AUDIT_                  | Allows facts and dimensions to be described by data lineage attributes.                                  |
| ENTERPRISE_MONTH        | Allows aggregates to be described by attributes of standard calendar month.                              |
| RESOURCE_               | Allows facts to be described based on the attributes of contact center resources.                        |
| TENANT                  | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE             | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. |

## Aggregate\_Control Subject Area



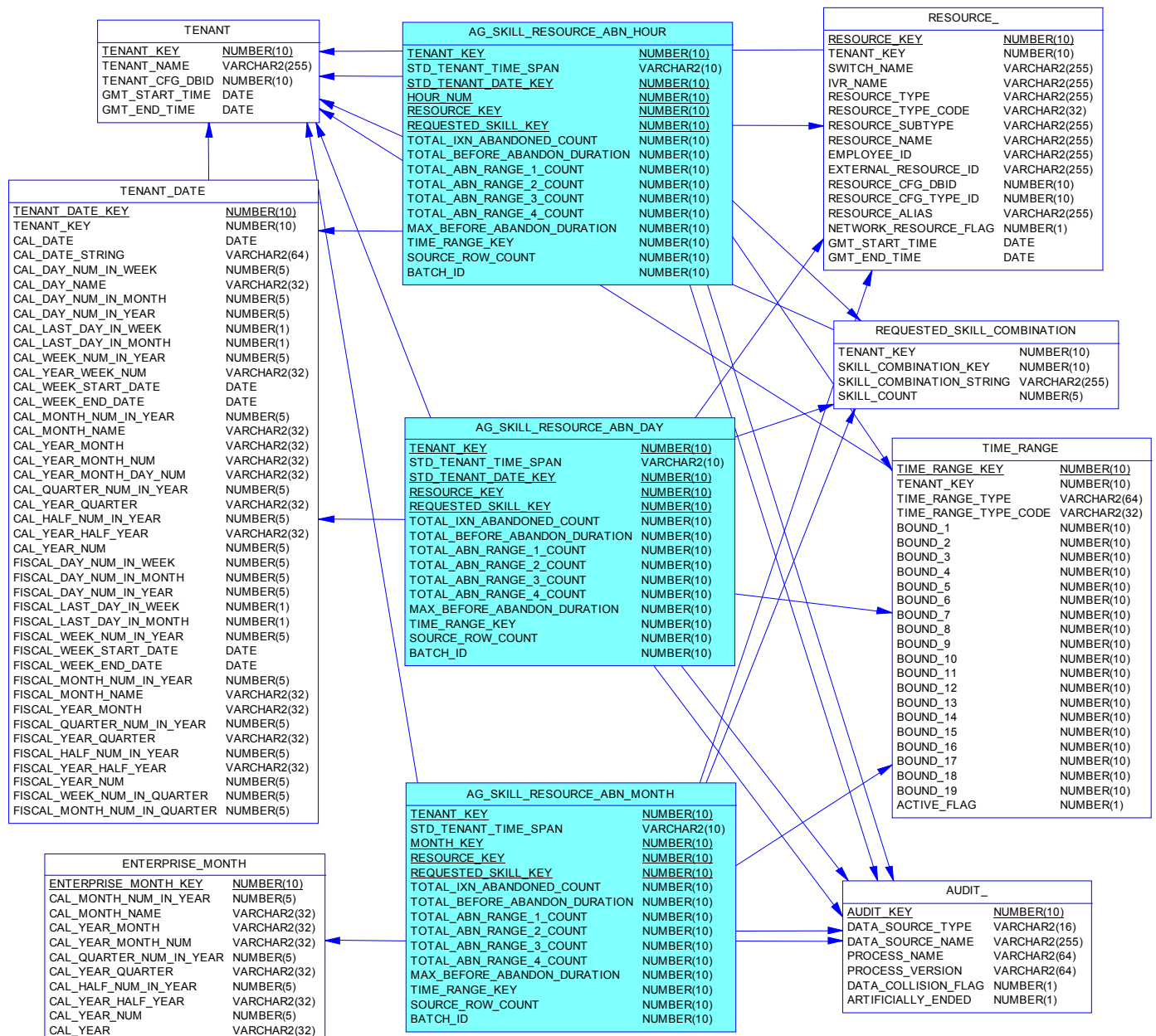
### Description

The subject area provides control and audit information for summary data tables.

## Subject Area Tables

| Code                | Comment  |
|---------------------|--|
| AGGREGATE_CTRL_HOUR | Control and audit information about hour-level aggregates.   |
| DATE_TIME           | Allows facts to be described by attributes of standard calendar date and 15-minute interval.             |
| TENANT              | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE         | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. |

## Aggregate\_Skill\_Abandon Subject Area



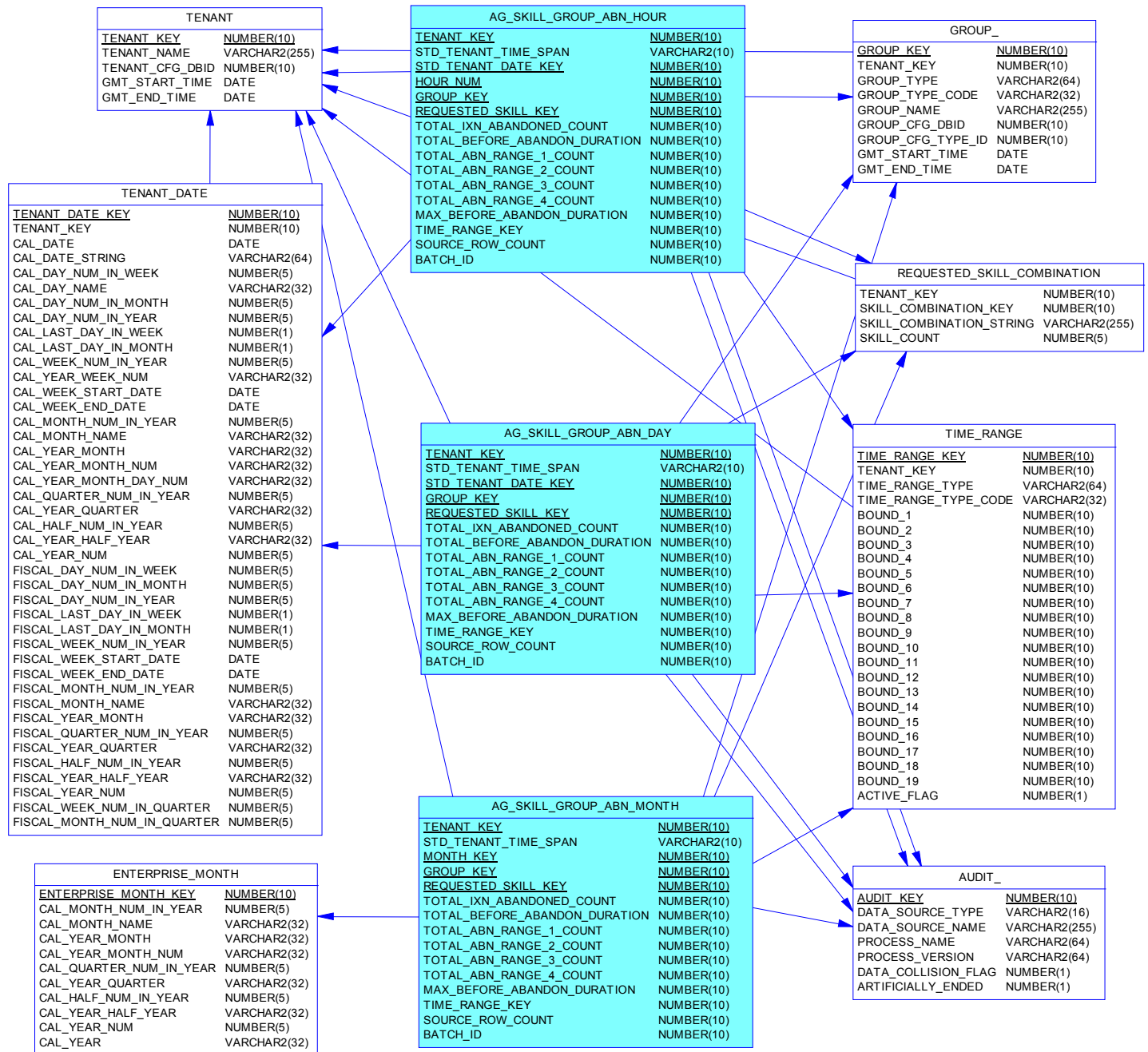
## Description

The subject area provides summary information about skill combinations and abandoned interactions with those skill combinations.

## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG_SKILL_RESOURCE_ABN_HOUR  | Hourly summary information about abandoned interactions, resources and skill combinations.   |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| ENTERPRISE_MONTH            | Allows aggregates to be described by attributes of standard calendar month.  |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.   |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.  |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_RANGE                  | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/> range 2 = bound 1 &lt;= bound 2<br/> range 3 = bound 2 &lt;= bound 3<br/> range 4 = bound 3 &lt;= bound 4<br/> ...<br/> range 19 = bound 18 &lt;= bound 19<br/> range 20 = greater than bound 19</p> |

## Aggregate\_Skill\_Abandon\_Group Subject Area



### Description

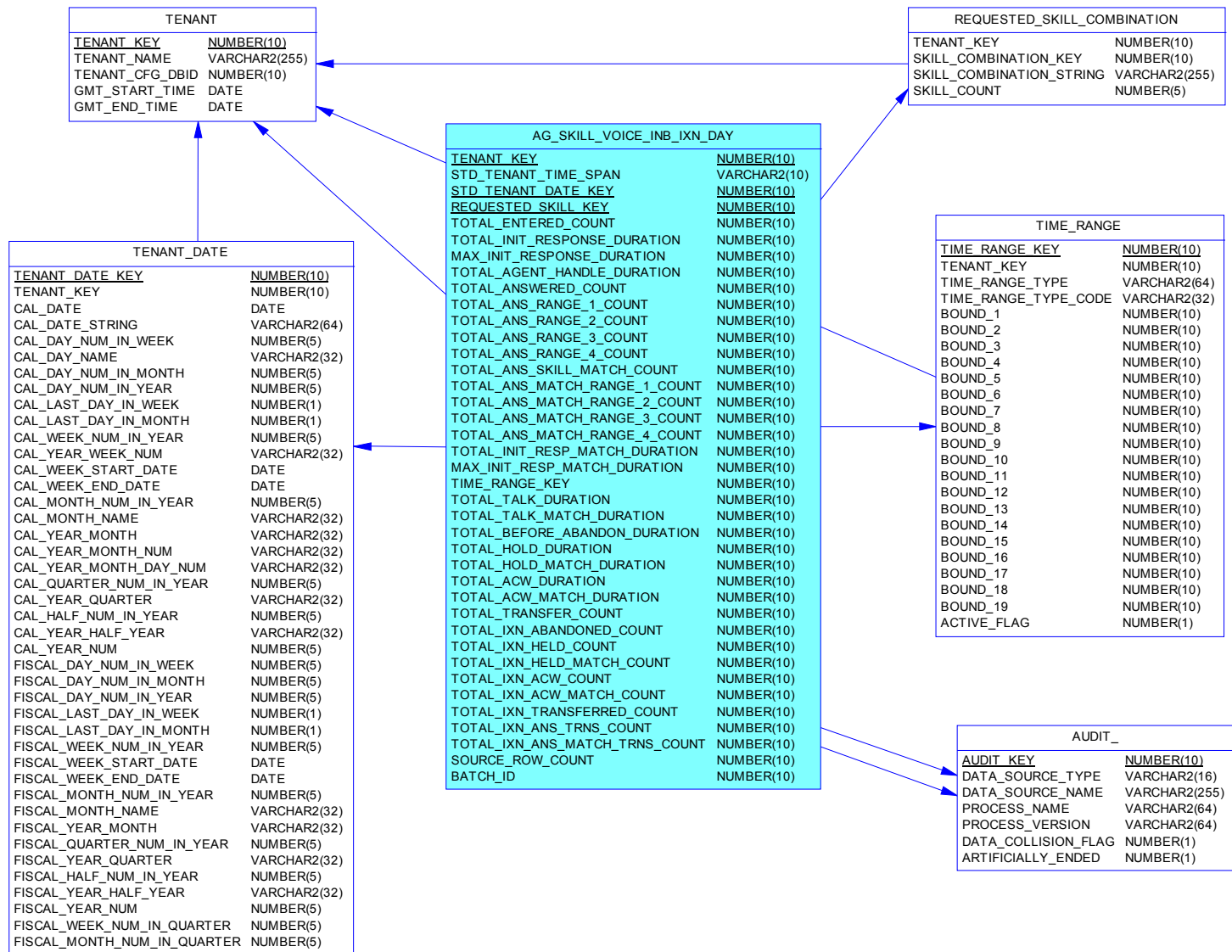
The subject area provides summary information about skill combinations and abandoned interactions with those skill combinations.

## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG_SKILL_GROUP_ABN_HOUR     | Hourly summary information about abandoned interactions, resource groups and skill combinations.   |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| ENTERPRISE_MONTH            | Allows aggregates to be described by attributes of standard calendar month.  |
| GROUP_                      | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.   |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.   |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_RANGE                  | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/> range 2 = bound 1 &lt;= bound 2<br/> range 3 = bound 2 &lt;= bound 3<br/> range 4 = bound 3 &lt;= bound 4<br/> ...<br/> range 19 = bound 18 &lt;= bound 19<br/> range 20 = greater than bound 19</p> |



## Aggregate\_Skill\_Combo\_Daily Subject Area



### Description

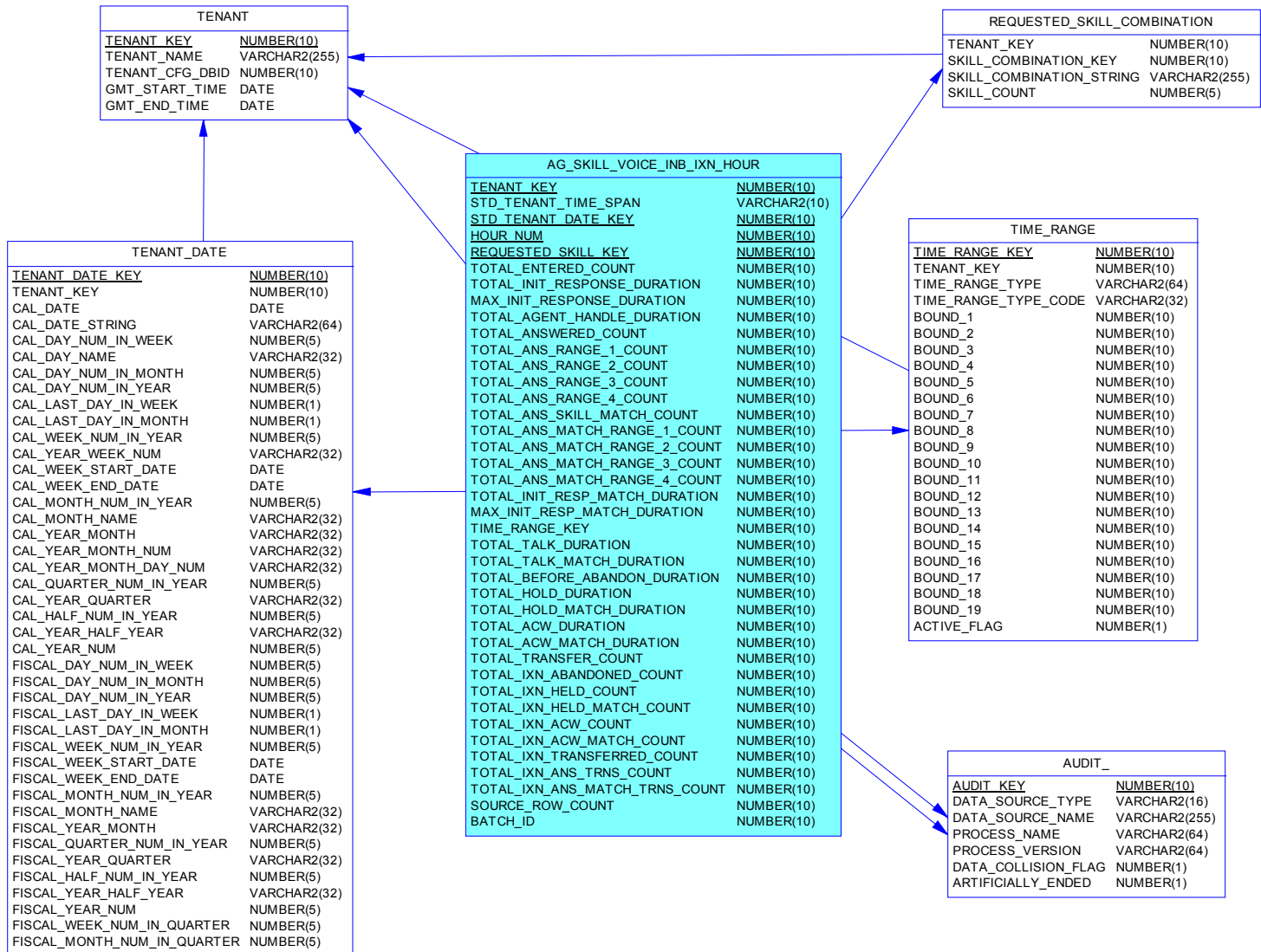
The subject area provides daily summary information about skill combinations and how interactions with those skill combinations were handled.

### Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG_SKILL_VOICE_INB_I_XN_DAY | Daily summary information about skill combinations and how voice interactions with those skill combinations were handled.      |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies. |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |

| Code        | Comment  |
|-------------|--|
| TENANT_DATE | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_RANGE  | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/>range 2 = bound 1 &lt;= bound 2<br/>range 3 = bound 2 &lt;= bound 3<br/>range 4 = bound 3 &lt;= bound 4<br/>...<br/>range 19 = bound 18 &lt;= bound 19<br/>range 20 = greater than bound 19</p> |

## Aggregate\_Skill\_Combo\_Hourly Subject Area



### Description

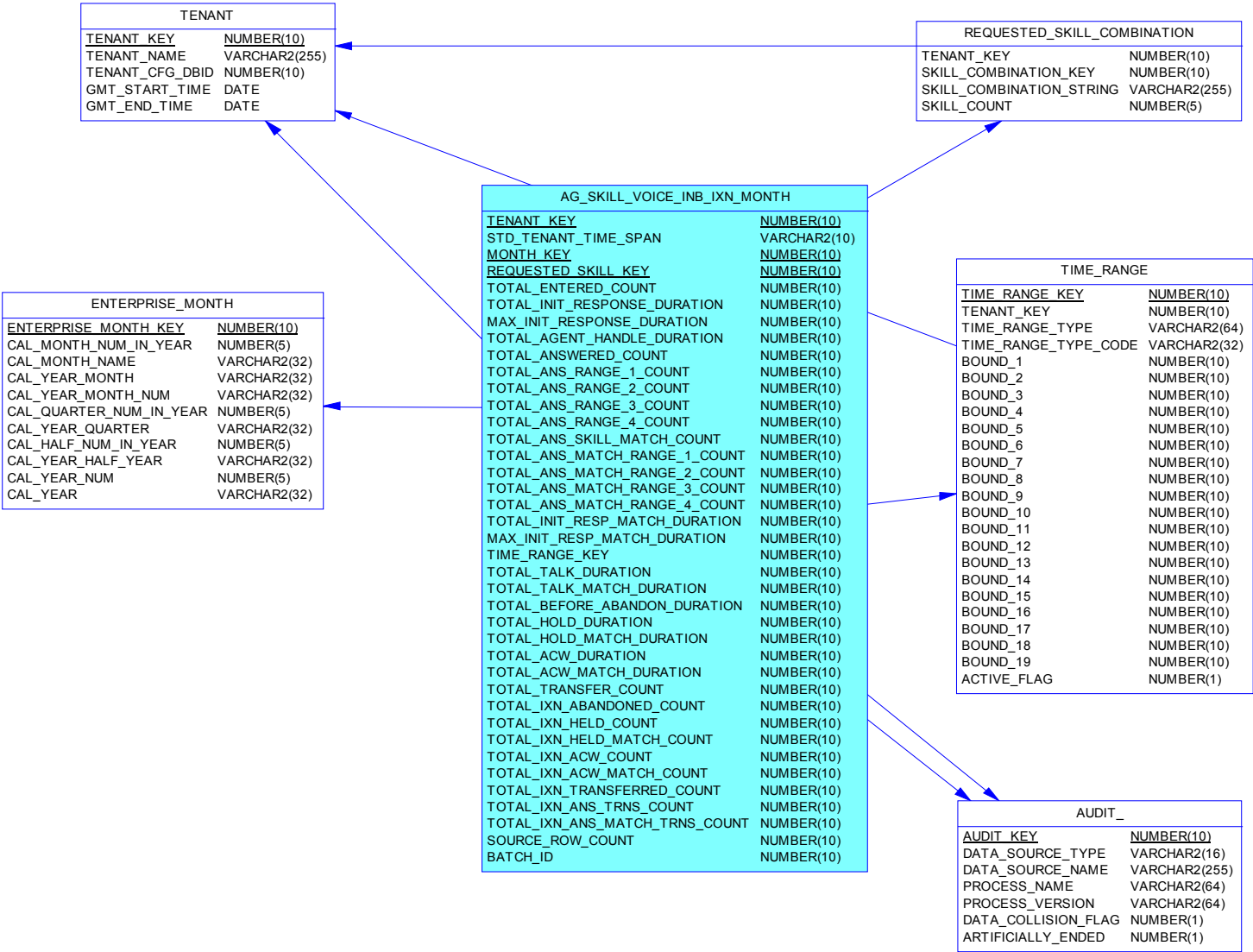
The subject area provides hourly summary information about skill combinations and how interactions with those skill combinations were handled.

### Subject Area Tables

| Code                         | Comment  |
|------------------------------|--|
| AG_SKILL_VOICE_INB_I_XN_HOUR | Hourly summary information about skill combinations and how voice interactions with those skill combinations were handled.     |
| AUDIT_                       | Allows facts and dimensions to be described by data lineage attributes.  |
| REQUESTED_SKILL_COMBINATION  | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies. |
| TENANT                       | Allows facts to be described based on attributes of a tenant.  |

| Code        | Comment  |
|-------------|--|
| TENANT_DATE | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_RANGE  | <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/>range 2 = bound 1 &lt;= bound 2<br/>range 3 = bound 2 &lt;= bound 3<br/>range 4 = bound 3 &lt;= bound 4<br/>...<br/>range 19 = bound 18 &lt;= bound 19<br/>range 20 = greater than bound 19</p> |

Aggregate\_Skill\_Combo\_Monthly Subject Area



Description

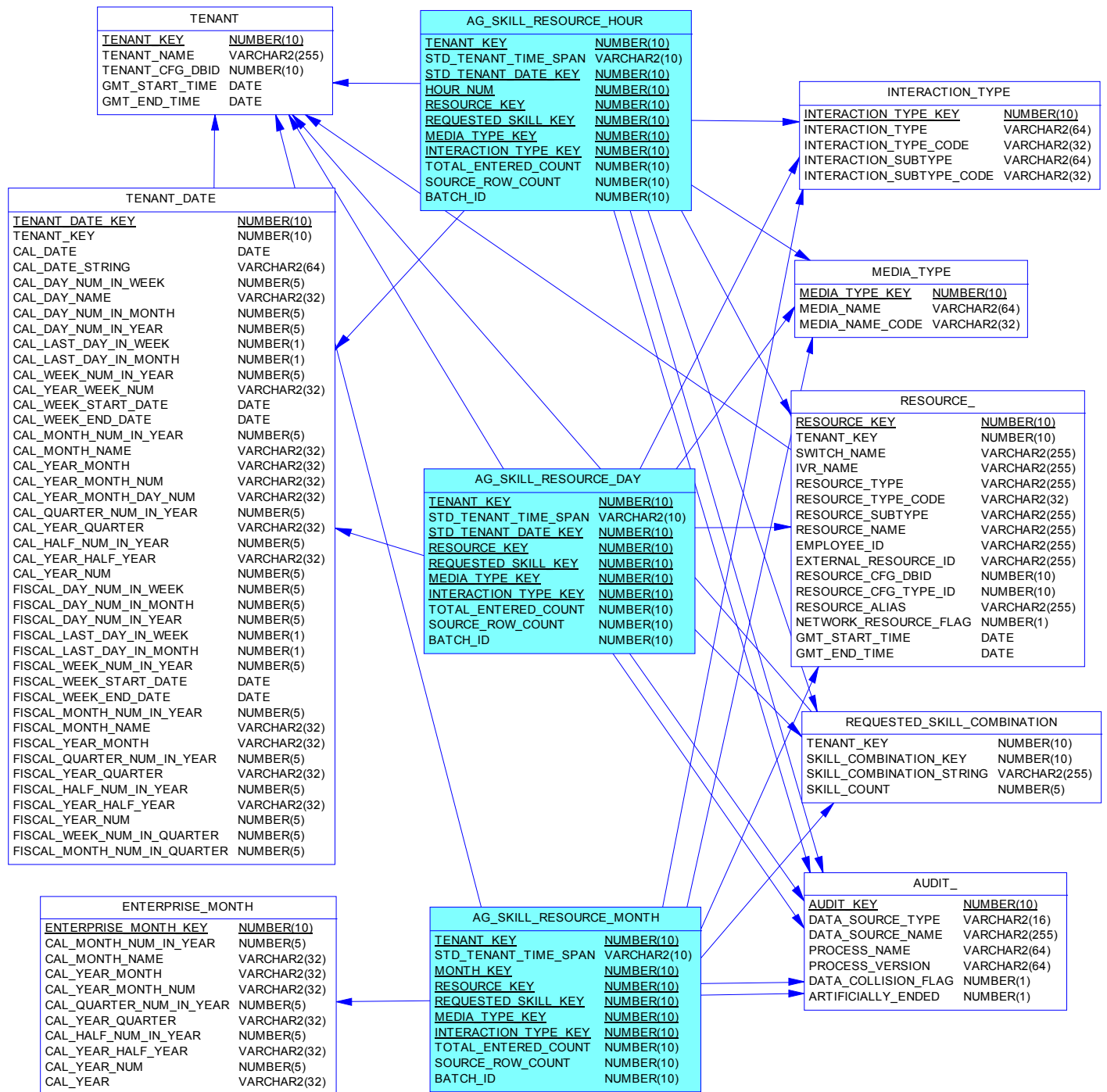
The subject area provides monthly summary information about skill combinations and how interactions with those skill combinations were handled.

Subject Area Tables

| Code                          | Comment   |
|-------------------------------|---|
| AG_SKILL_VOICE_INB_I_XN_MONTH | Monthly summary information about skill combinations and how voice interactions with those skill combinations were handled. |
| AUDIT_                        | Allows facts and dimensions to be described by data lineage attributes.   |
| ENTERPRISE_MONTH              | Allows aggregates to be described by attributes of standard calendar month.   |

| Code   | Comment   |
|--|---|
| <p>REQUESTED_SKILL_COMBINATION</p> <p>TENANT</p> <p>TIME_RANGE</p> | <p>Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.</p> <p>Allows facts to be described based on attributes of a tenant.</p> <p>Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions:</p> <p>range 1 = 0 &lt;= bound 1<br/> range 2 = bound 1 &lt;= bound 2<br/> range 3 = bound 2 &lt;= bound 3<br/> range 4 = bound 3 &lt;= bound 4<br/> ...<br/> range 19 = bound 18 &lt;= bound 19<br/> range 20 = greater than bound 19</p> |

## Aggregate\_Skill\_Demand Subject Area



### Description

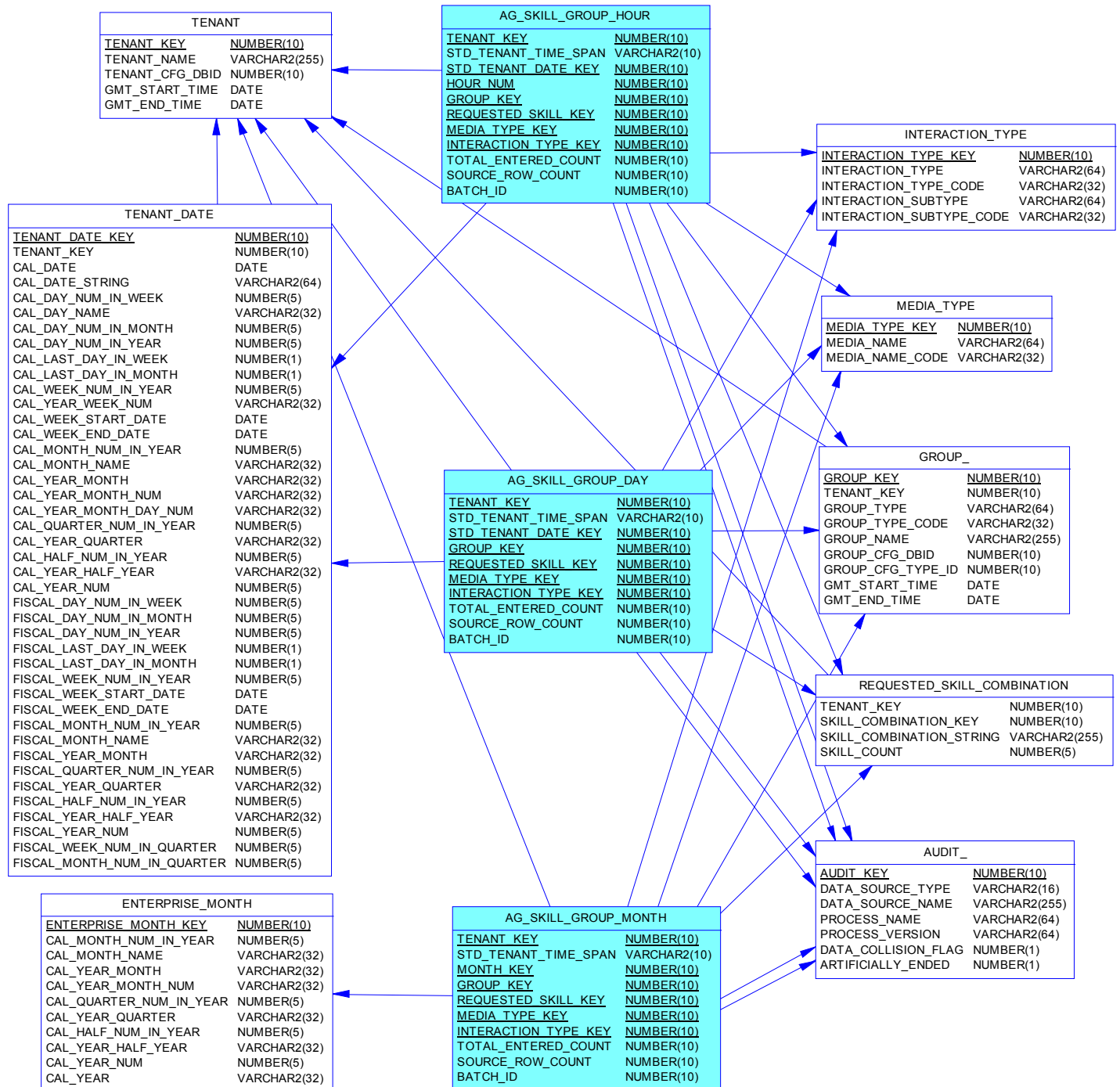
The subject area provides summary information about resources and skill combinations of incoming interactions.

## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG_SKILL_RESOURCE_HOUR      | Hourly summary information about resources and skill combinations.   |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| ENTERPRISE_MONTH            | Allows aggregates to be described by attributes of standard calendar month.  |
| INTERACTION_TYPE            | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.                                 |
| MEDIA_TYPE                  | Allows facts to be described based on media type, such as Voice.   |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies. |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.  |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |



## Aggregate\_Skill\_Demand\_Group Subject Area



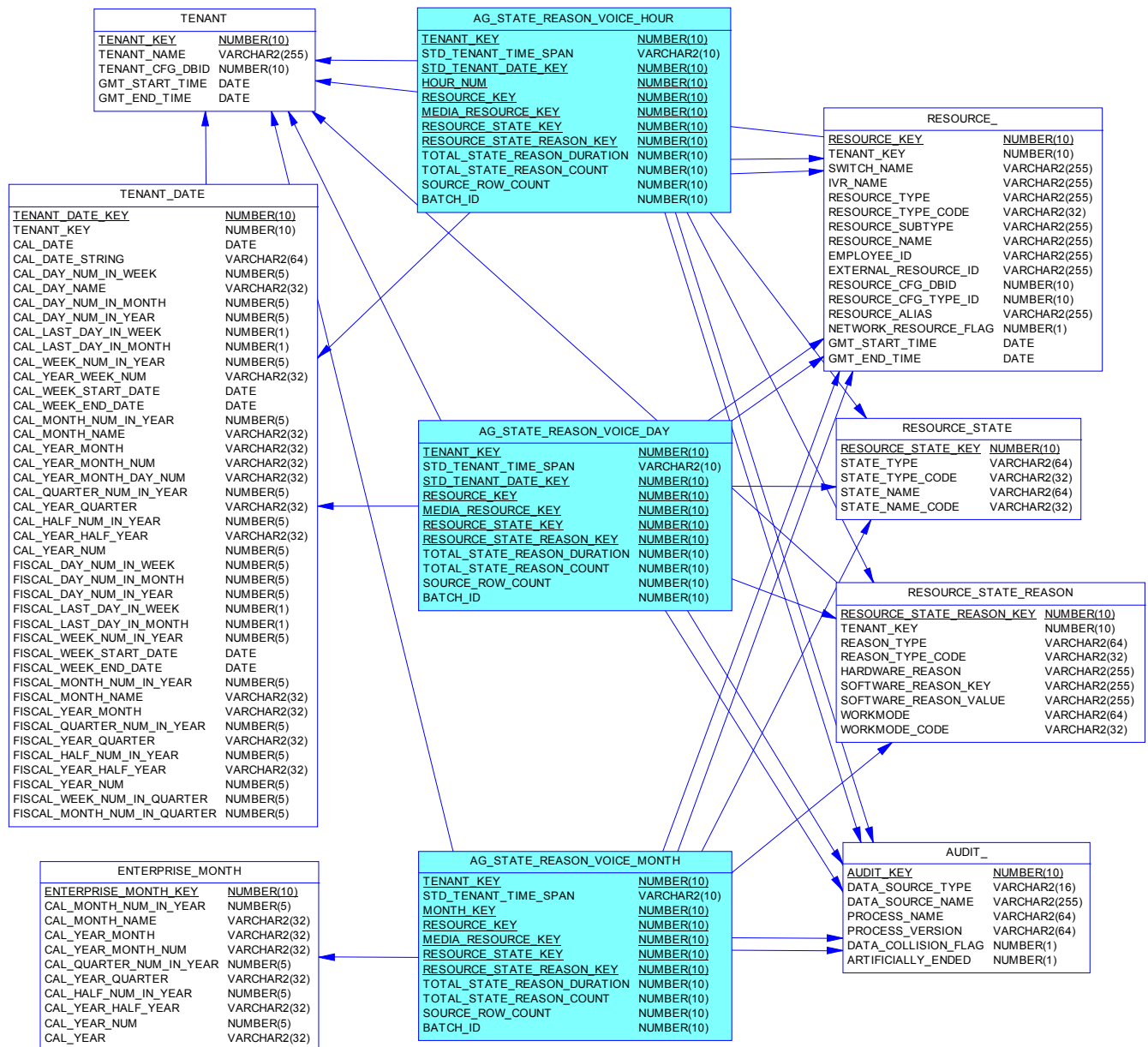
### Description

The subject area provides summary information about resource groups and the skill combinations of incoming interactions.

## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AG_SKILL_GROUP_HOUR         | Hourly summary information about resource groups and skill combinations.   |
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| ENTERPRISE_MONTH            | Allows aggregates to be described by attributes of standard calendar month.  |
| GROUP_                      | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| INTERACTION_TYPE            | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.                                 |
| MEDIA_TYPE                  | Allows facts to be described based on media type, such as Voice.   |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies. |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |

## Aggregate\_State\_Reason Subject Area



### Description

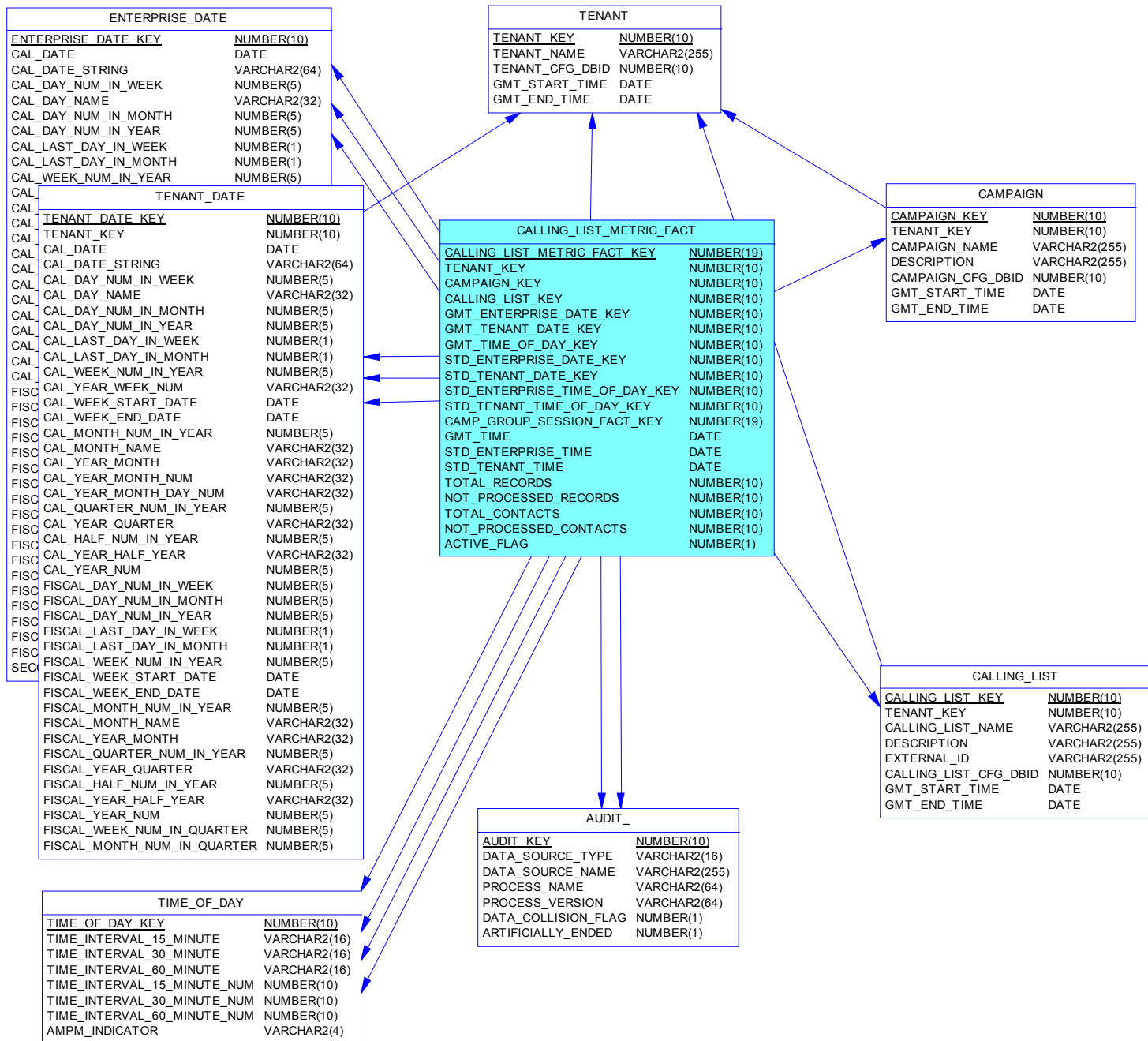
The subject area provides summary information about resource state reasons.

## Subject Area Tables

| Code                       | Comment   |
|----------------------------|---|
| AG_STATE_REASON_VOICE_HOUR | Hourly summary information about resource state reasons.                    |
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.     |
| ENTERPRISE_MONTH           | Allows aggregates to be described by attributes of standard calendar month. |

| Code                  | Comment  |
|-----------------------|--|
| RESOURCE_             | Allows facts to be described based on the attributes of contact center resources.                        |
| RESOURCE_STATE        | Allows facts to be described by the states of the contact center resources.                              |
| RESOURCE_STATE_REASON | Allows facts to be described by the state reason of the associated agent resource.                       |
| TENANT                | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE           | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. |

## Calling\_List\_Metric Subject Area



### Description

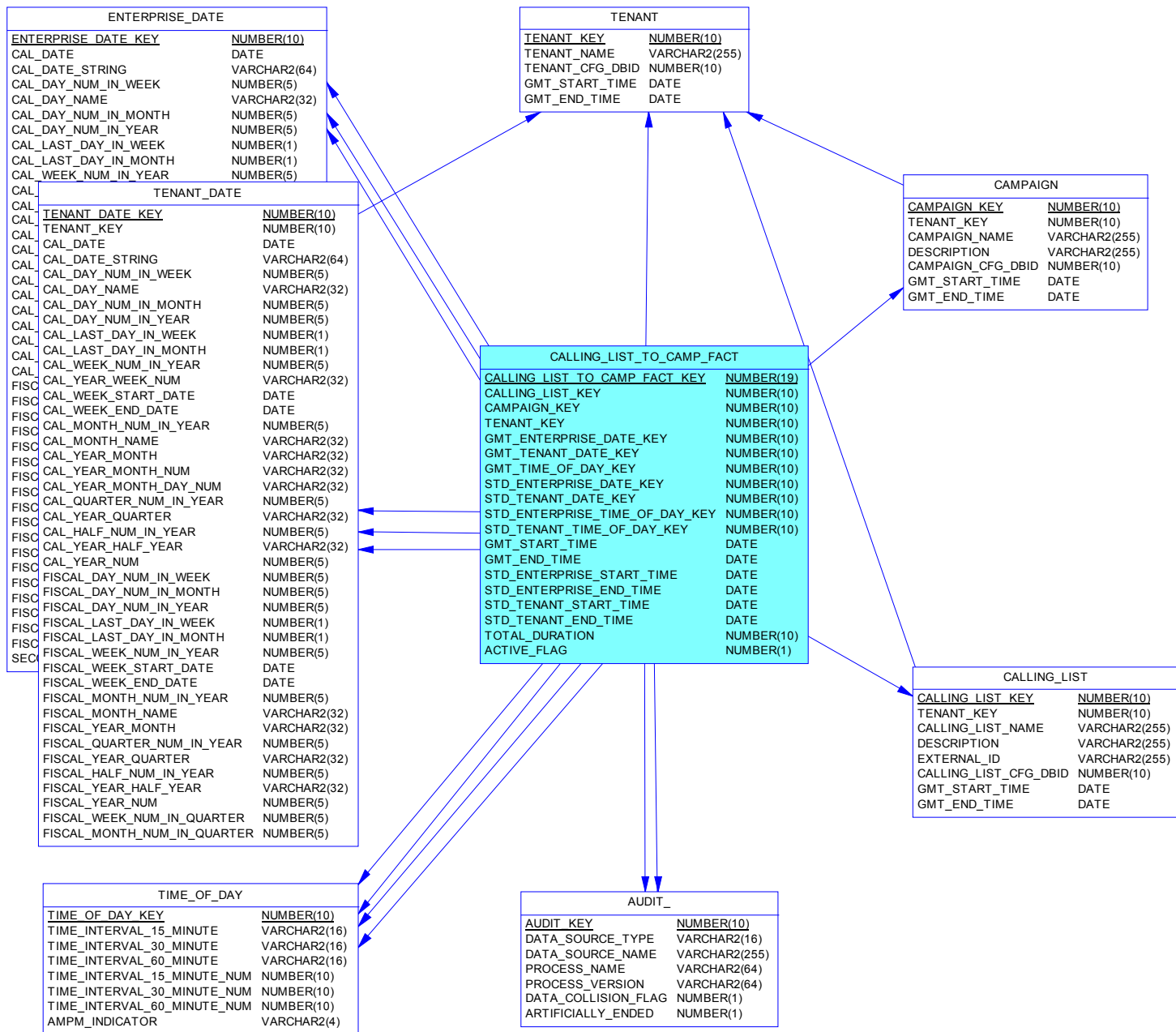
The subject area provides snapshot outbound campaign calling list metrics.

### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |

| Code                     | Comment  |
|--------------------------|--|
| CALLING_LIST             | Allows facts to be described based on attributes of an outbound campaign calling list.                       |
| CALLING_LIST_METRIC_FACT | Represents a snapshot of outbound campaign calling list metrics.   |
| CAMPAIGN                 | Allows facts to be described based on attributes of an outbound campaign.                                    |
| ENTERPRISE_DATE          | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| TENANT                   | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE              | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY              | Allows facts to be described based on time of day.   |

## Calling\_List\_To\_Campaign Subject Area



### Description

The subject area provides the associations between outbound campaign calling lists and campaigns.

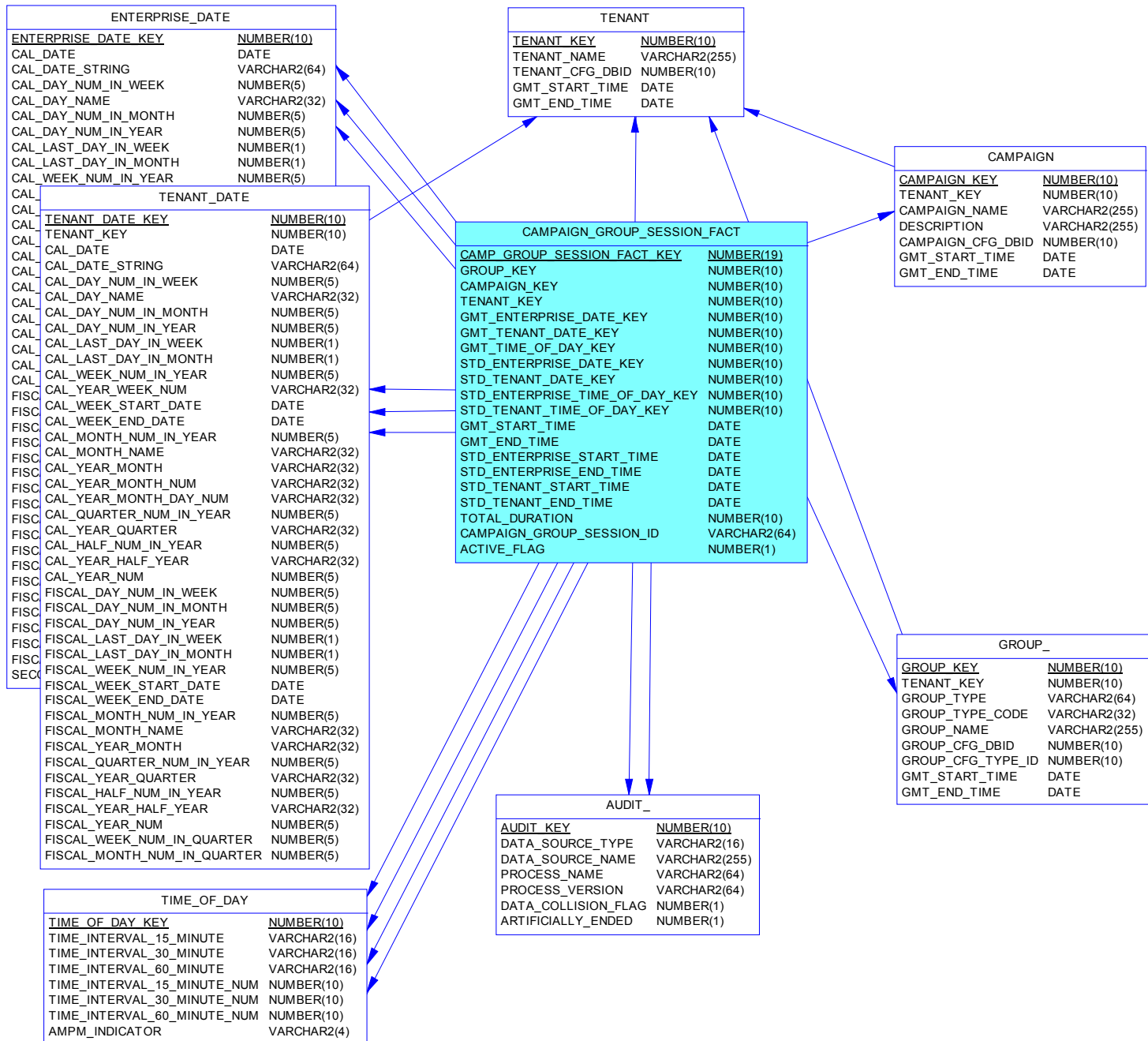
### Subject Area Tables

| Code         | Comment  |
|--------------|--|
| AUDIT_       | Allows facts and dimensions to be described by data lineage attributes.                |
| CALLING_LIST | Allows facts to be described based on attributes of an outbound campaign calling list. |

| Code                                  | Comment  |
|---------------------------------------|--|
| CALLING_LIST_TO_CAMP_FACT<br>CAMPAIGN | Represents the association of a calling list to an outbound campaign.<br>Allows facts to be described based on attributes of an outbound campaign. |
| ENTERPRISE_DATE                       | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                                       |
| TENANT                                | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                           | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_OF_DAY                           | Allows facts to be described based on time of day.   |



## Campaign\_Group\_Session Subject Area



### Description

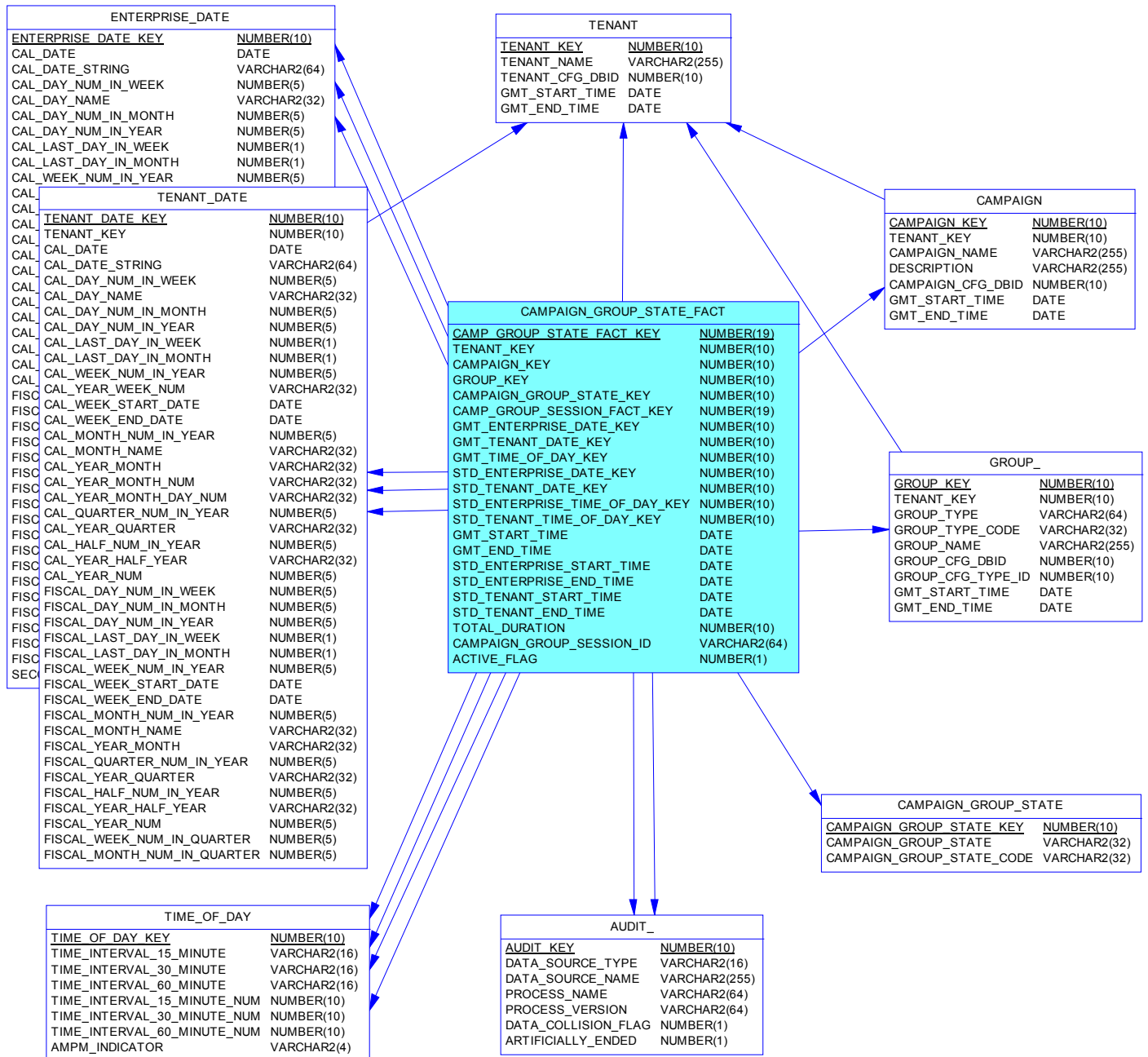
The subject area represents outbound campaign groups being loaded and unloaded.

### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |

| Code                        | Comment  |
|-----------------------------|--|
| CAMPAIGN                    | Allows facts to be described based on attributes of an outbound campaign.  |
| CAMPAIGN_GROUP_SESSION_FACT | Represents the loading and unloading of an outbound campaign group session.  |
| ENTERPRISE_DATE             | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_                      | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY                 | Allows facts to be described based on time of day.   |

## Campaign\_Group\_State Subject Area



### Description

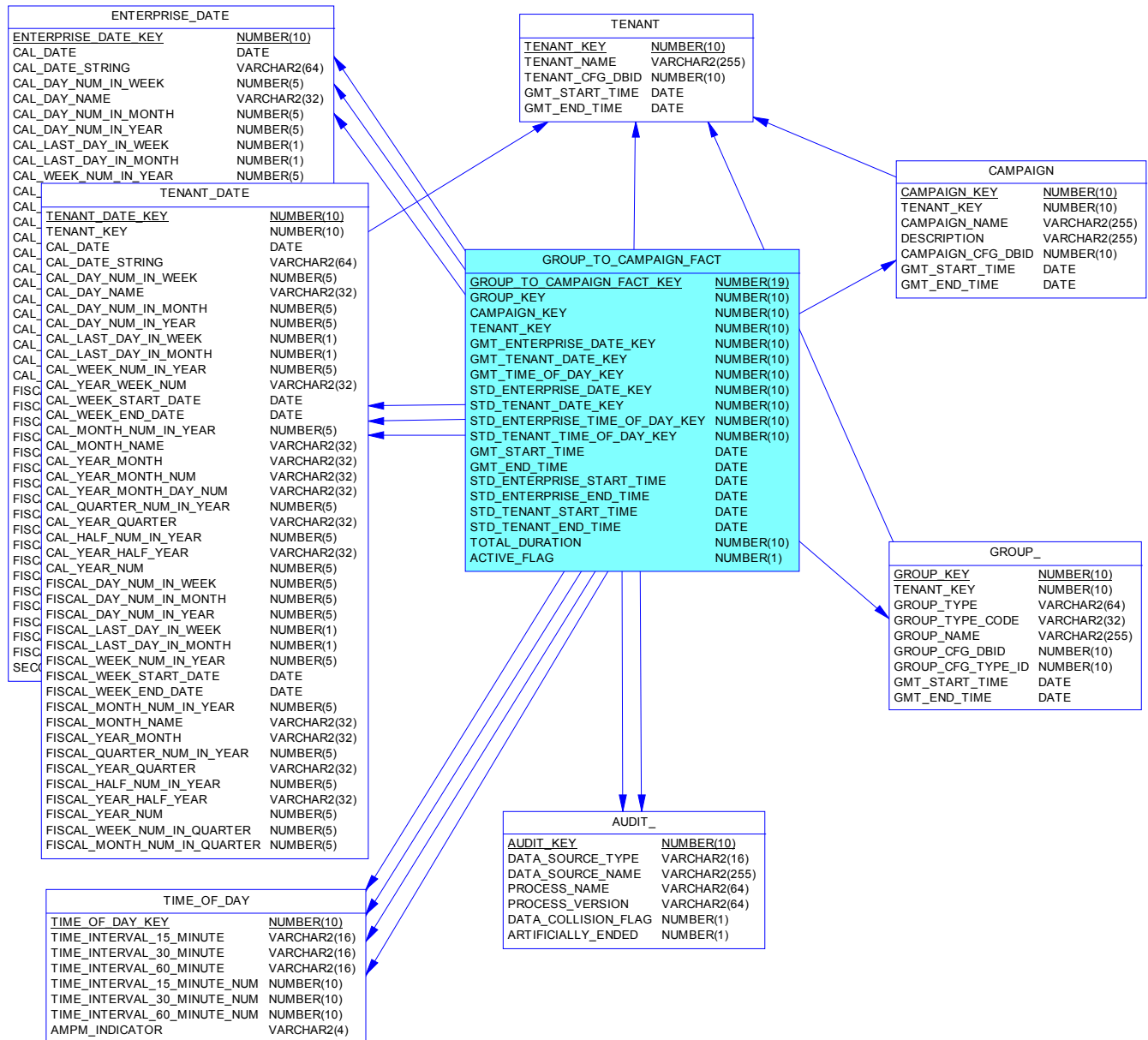
The subject area represents campaign groups going through states, such as Loaded, Started, and Unloading.

### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |

| Code                      | Comment  |
|---------------------------|--|
| CAMPAIGN                  | Allows facts to be described based on attributes of an outbound campaign.  |
| CAMPAIGN_GROUP_STATE      | Allows facts to be described based on attributes of an outbound campaign group status.   |
| CAMPAIGN_GROUP_STATE_FACT | Represents the states of a campaign group session.   |
| ENTERPRISE_DATE           | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_                    | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| TENANT                    | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE               | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY               | Allows facts to be described based on time of day.   |

## Campaign\_Group\_To\_Campaign Subject Area



### Description

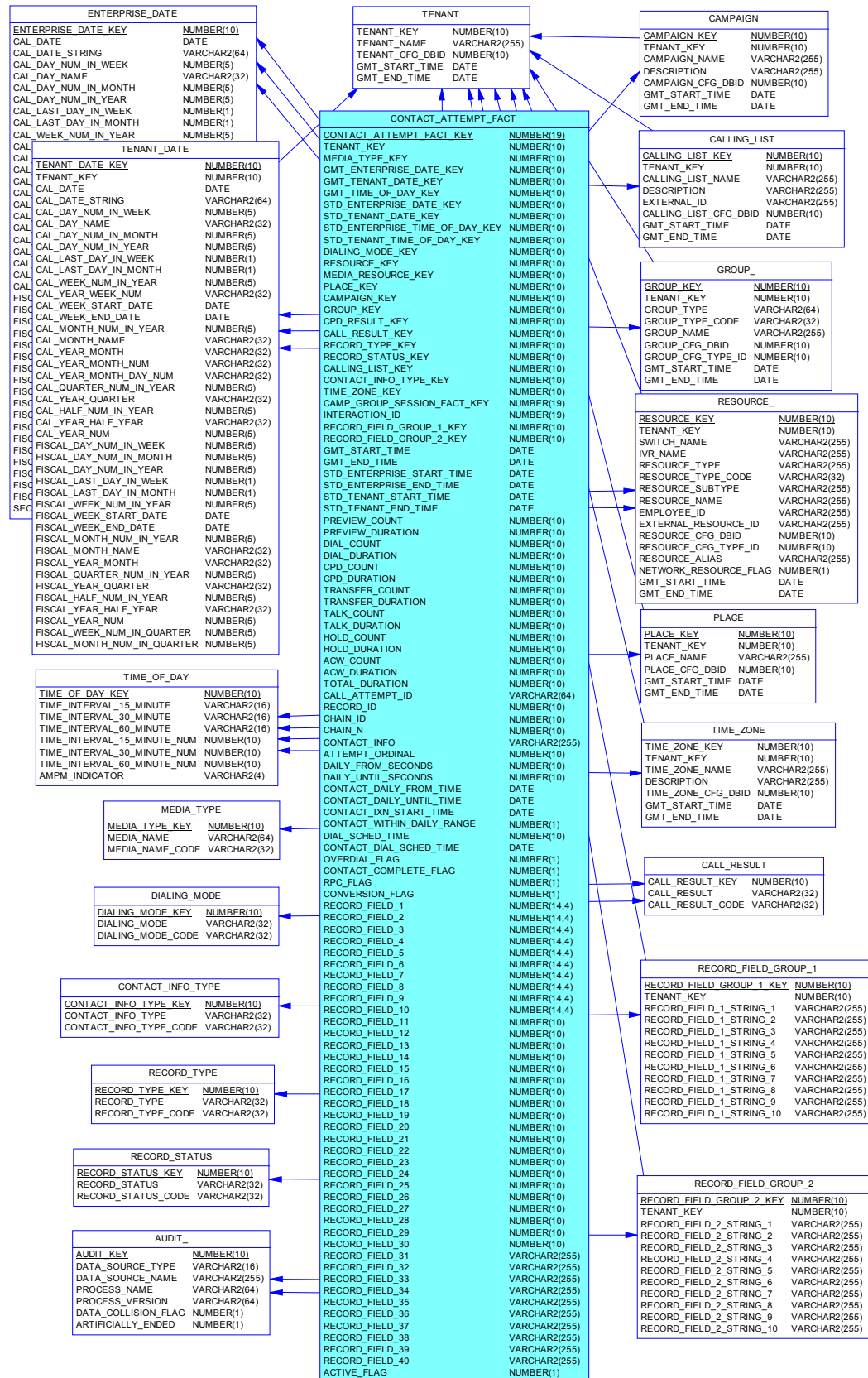
The subject area represents the associations between agent groups or place groups and outbound campaigns.

### Subject Area Tables

| Code     | Comment   |
|----------|---|
| AUDIT_   | Allows facts and dimensions to be described by data lineage attributes.   |
| CAMPAIGN | Allows facts to be described based on attributes of an outbound campaign. |

| Code                   | Comment  |
|------------------------|--|
| ENTERPRISE_DATE        | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_                 | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| GROUP_TO_CAMPAIGN_FACT | Represents the association of an agent or place group to an outbound campaign.   |
| TENANT                 | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE            | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY            | Allows facts to be described based on time of day.   |

# Contact\_Attempt Subject Area



## Description

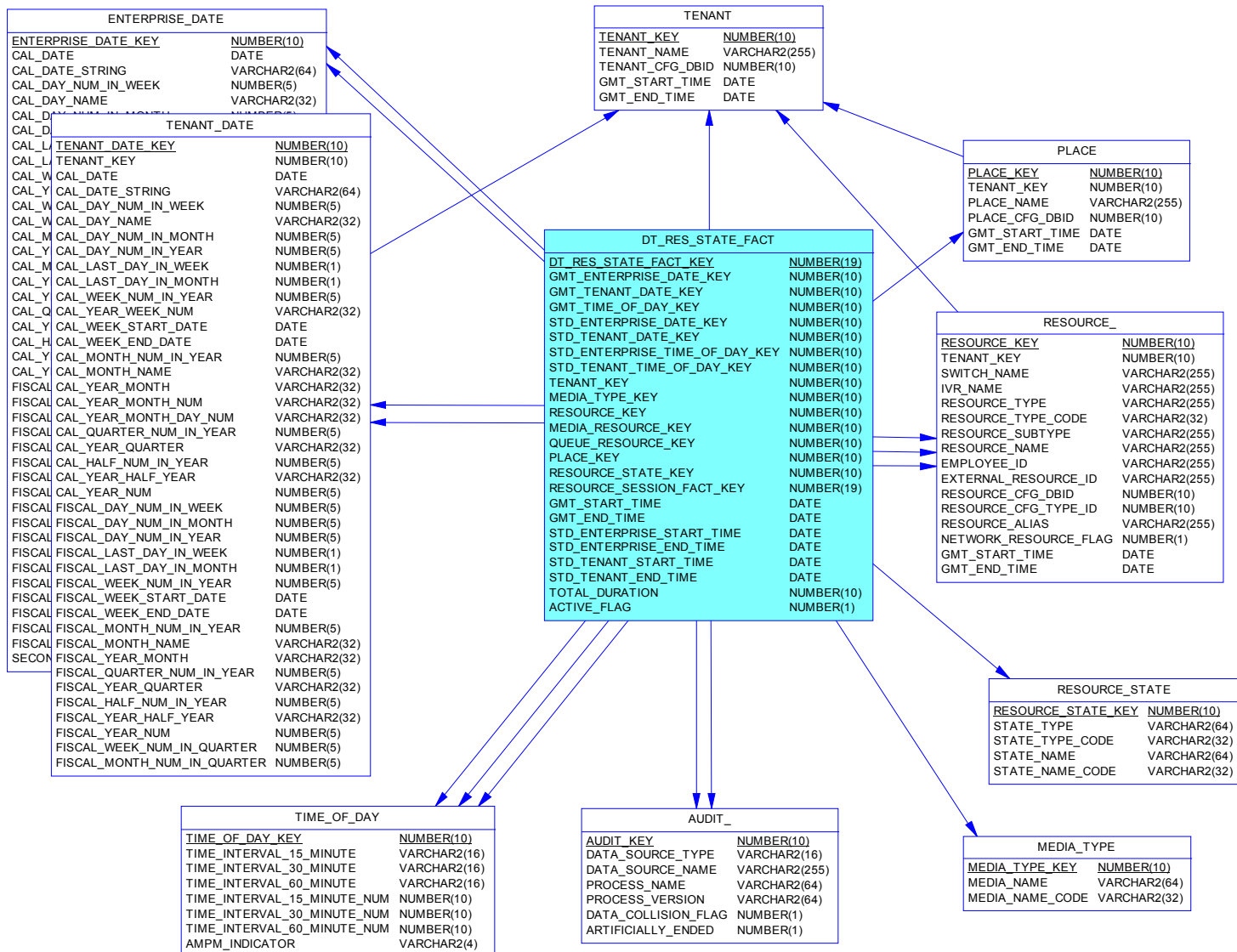
This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.

## Subject Area Tables

| Code                 | Comment  |
|----------------------|--|
| AUDIT_               | Allows facts and dimensions to be described by data lineage attributes.  |
| CALLING_LIST         | Allows facts to be described based on attributes of an outbound campaign calling list.   |
| CALL_RESULT          | Allows facts to be described based on attributes of an outbound campaign call result.  |
| CAMPAIGN             | Allows facts to be described based on attributes of an outbound campaign.  |
| CONTACT_ATTEMPT_FACT | Represents a processing attempt for an outbound campaign contact.  |
| CONTACT_INFO_TYPE    | Allows facts to be described based on attributes of an outbound campaign contact info type.                                    |
| DIALING_MODE         | Allows facts to be described based on attributes of an outbound campaign dialing mode.   |
| ENTERPRISE_DATE      | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_               | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| MEDIA_TYPE           | Allows facts to be described based on media type, such as Voice.   |
| PLACE                | Allows facts to be described by the attributes of a place.   |
| RECORD_FIELD_GROUP_1 | Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.               |
| RECORD_FIELD_GROUP_2 | Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.               |
| RECORD_STATUS        | Allows facts to be described based on attributes of an outbound campaign record status.  |
| RECORD_TYPE          | Allows facts to be described based on attributes of an outbound campaign record type.  |
| RESOURCE_            | Allows facts to be described based on the attributes of contact center resources.  |
| TENANT               | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE          | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY          | Allows facts to be described based on time of day.   |
| TIME_ZONE            | Allows facts to be described based on attributes of a time zone.   |



## Detail\_Resource\_State Subject Area



## Description

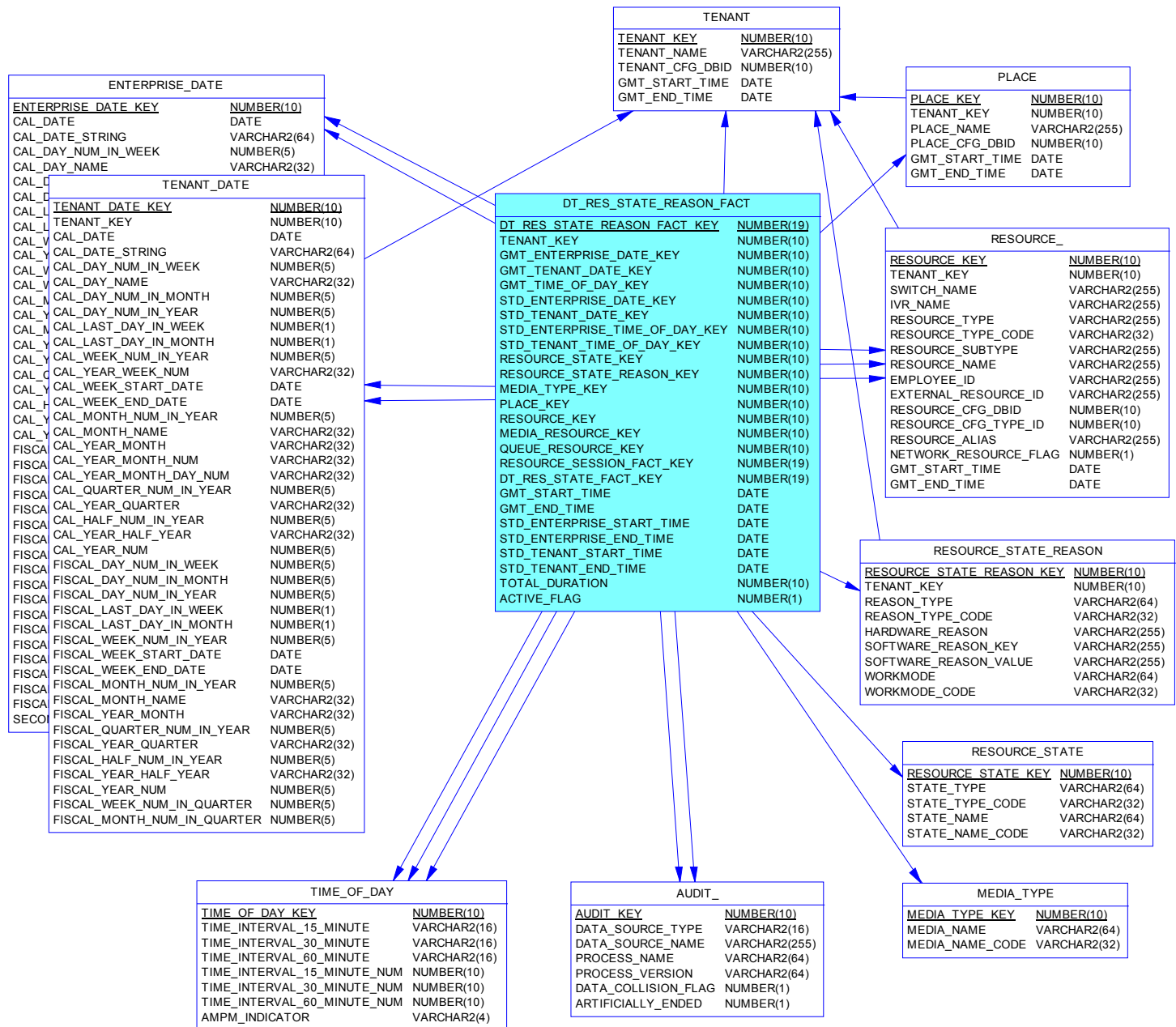
This subject area represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

## Subject Area Tables

| Code              | Comment  |
|-------------------|--|
| AUDIT_            | Allows facts and dimensions to be described by data lineage attributes.                                      |
| DT_RES_STATE_FACT | Represents detailed contact center resource activities.  |
| ENTERPRISE_DATE   | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE        | Allows facts to be described based on media type, such as Voice.   |

| Code           | Comment  |
|----------------|--|
| PLACE          | Allows facts to be described by the attributes of a place.   |
| RESOURCE_      | Allows facts to be described based on the attributes of contact center resources.                        |
| RESOURCE_STATE | Allows facts to be described by the states of the contact center resources.                              |
| TENANT         | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE    | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. |
| TIME_OF_DAY    | Allows facts to be described based on time of day.   |

## Detail\_Resource\_State\_Reason Subject Area



### Description

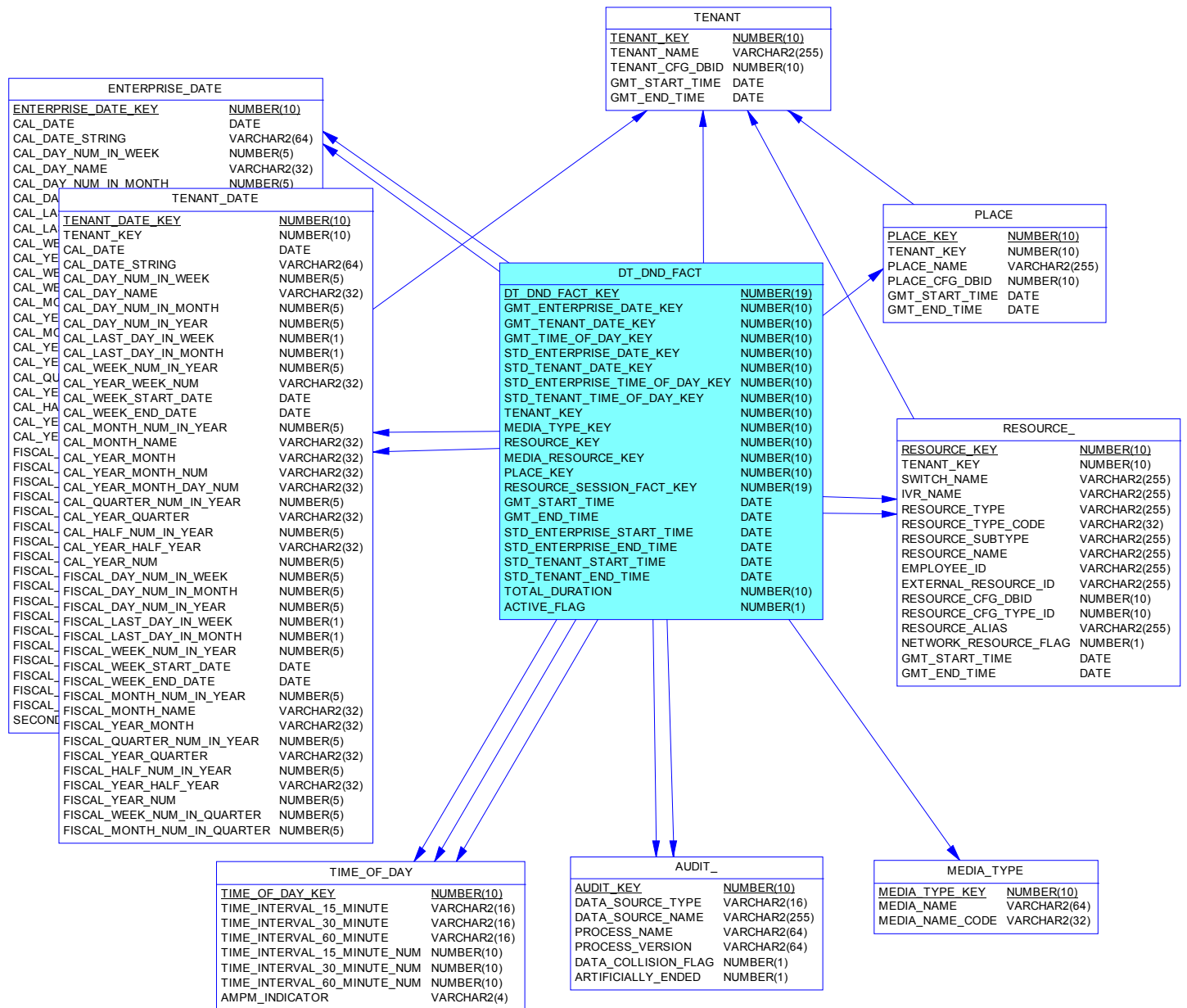
This subject area represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

### Subject Area Tables

| Code                     | Comment   |
|--------------------------|---|
| AUDIT_                   | Allows facts and dimensions to be described by data lineage attributes. |
| DT_RES_STATE_REASON_FACT | Represents detailed contact center resource state reasons.              |

| Code                  | Comment  |
|-----------------------|--|
| ENTERPRISE_DATE       | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE            | Allows facts to be described based on media type, such as Voice.   |
| PLACE                 | Allows facts to be described by the attributes of a place.   |
| RESOURCE_             | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_STATE        | Allows facts to be described by the states of the contact center resources.                                  |
| RESOURCE_STATE_REASON | Allows facts to be described by the state reason of the associated agent resource.                           |
| TENANT                | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE           | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY           | Allows facts to be described based on time of day.   |

## Do\_Not\_Disturb Subject Area



### Description

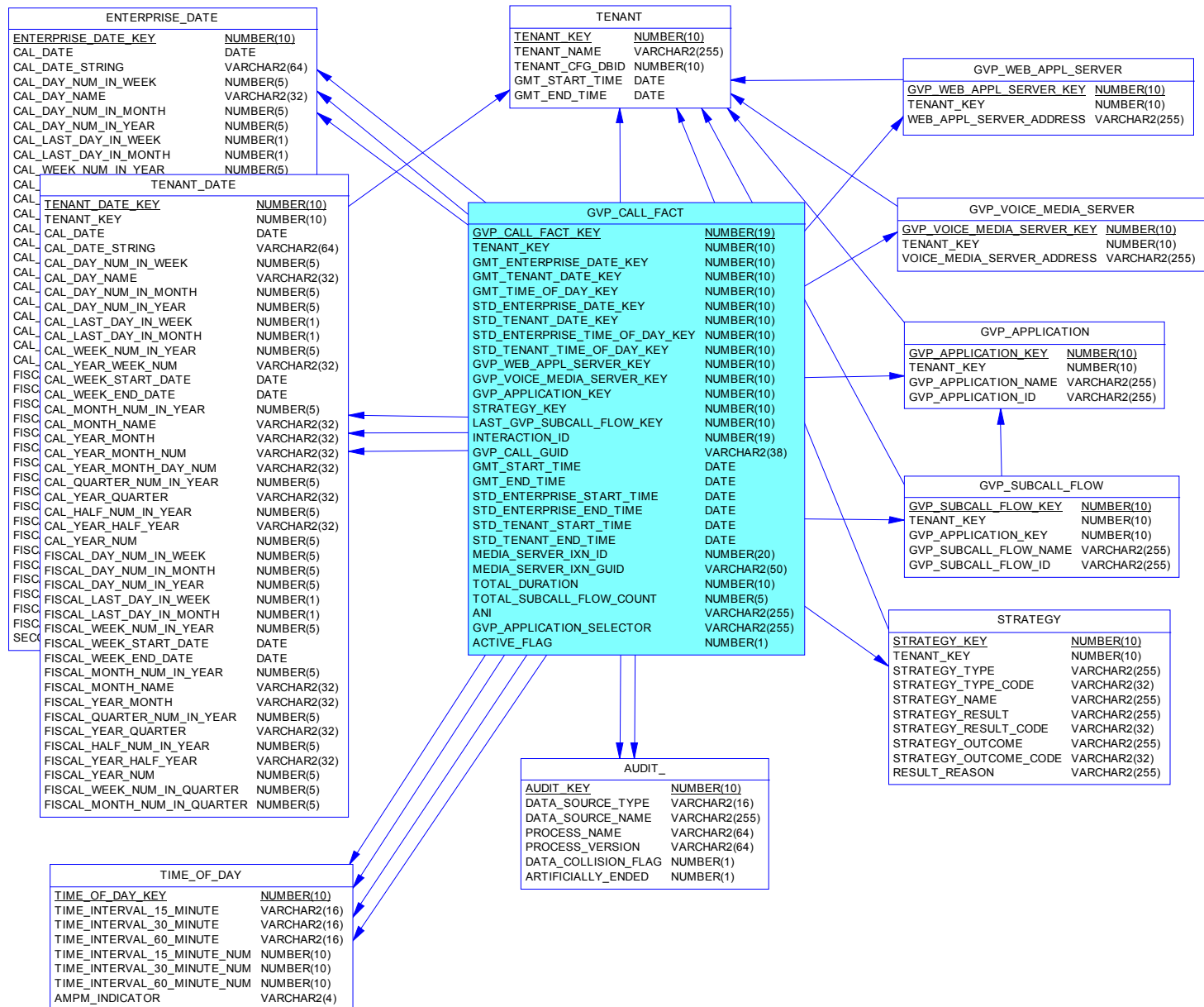
This subject area represents the history of contact center resource usage of the Do Not Disturb feature.

### Subject Area Tables

| Code        | Comment  |
|-------------|--|
| AUDIT_      | Allows facts and dimensions to be described by data lineage attributes.                |
| DT_DND_FACT | Represents the history of contact center resource usage of the Do Not Disturb feature. |

| Code            | Comment  |
|-----------------|--|
| ENTERPRISE_DATE | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE      | Allows facts to be described based on media type, such as Voice.   |
| PLACE           | Allows facts to be described by the attributes of a place.   |
| RESOURCE_       | Allows facts to be described based on the attributes of contact center resources.                            |
| TENANT          | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE     | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY     | Allows facts to be described based on time of day.   |

## GVP\_Call Subject Area



### Description

The subject area represents calls processed by Genesys Voice Platform.

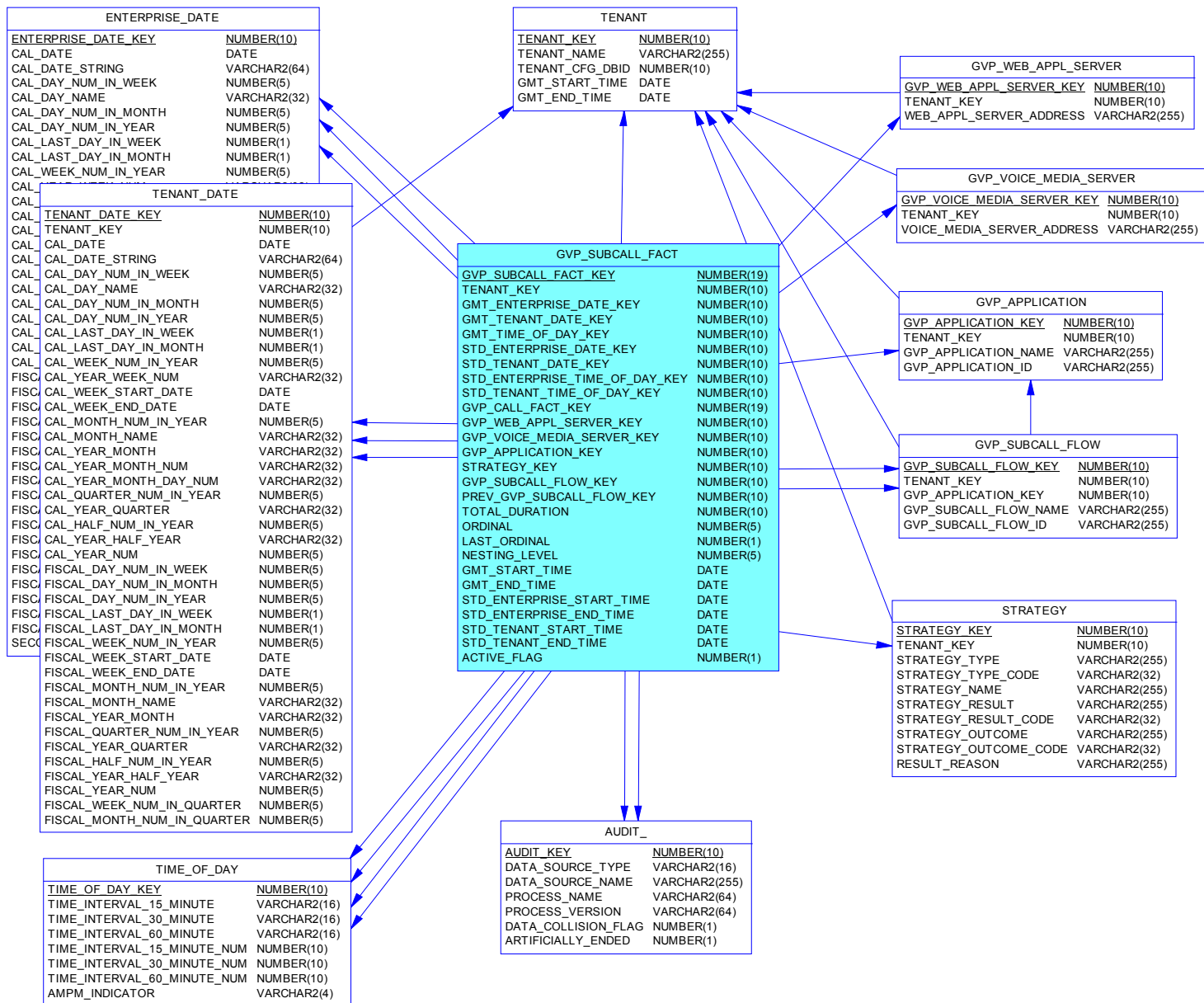
### Subject Area Tables

| Code            | Comment  |
|-----------------|--|
| AUDIT_          | Allows facts and dimensions to be described by data lineage attributes.                                      |
| ENTERPRISE_DATE | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| GVP_APPLICATION | Allows facts to be described based on attributes of a GVP application.                                       |

| Code                   | Comment   |
|------------------------|---|
| GVP_CALL_FACT          | Represents calls processed by Genesys Voice Platform (GVP).   |
| GVP_SUBCALL_FLOW       | Allows facts to be described based on attributes of GVP call flows.   |
| GVP_VOICE_MEDIA_SERVER | Allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call. |
| GVP_WEB_APPL_SERVER    | Allows facts to be described based on the GVP Web Application Server that has served the call.  |
| STRATEGY               | Allows facts to be described by the associated routing strategy or IVR application.   |
| TENANT                 | Allows facts to be described based on attributes of a tenant.   |
| TENANT_DATE            | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.  |
| TIME_OF_DAY            | Allows facts to be described based on time of day.  |



## GVP\_Subcall Subject Area



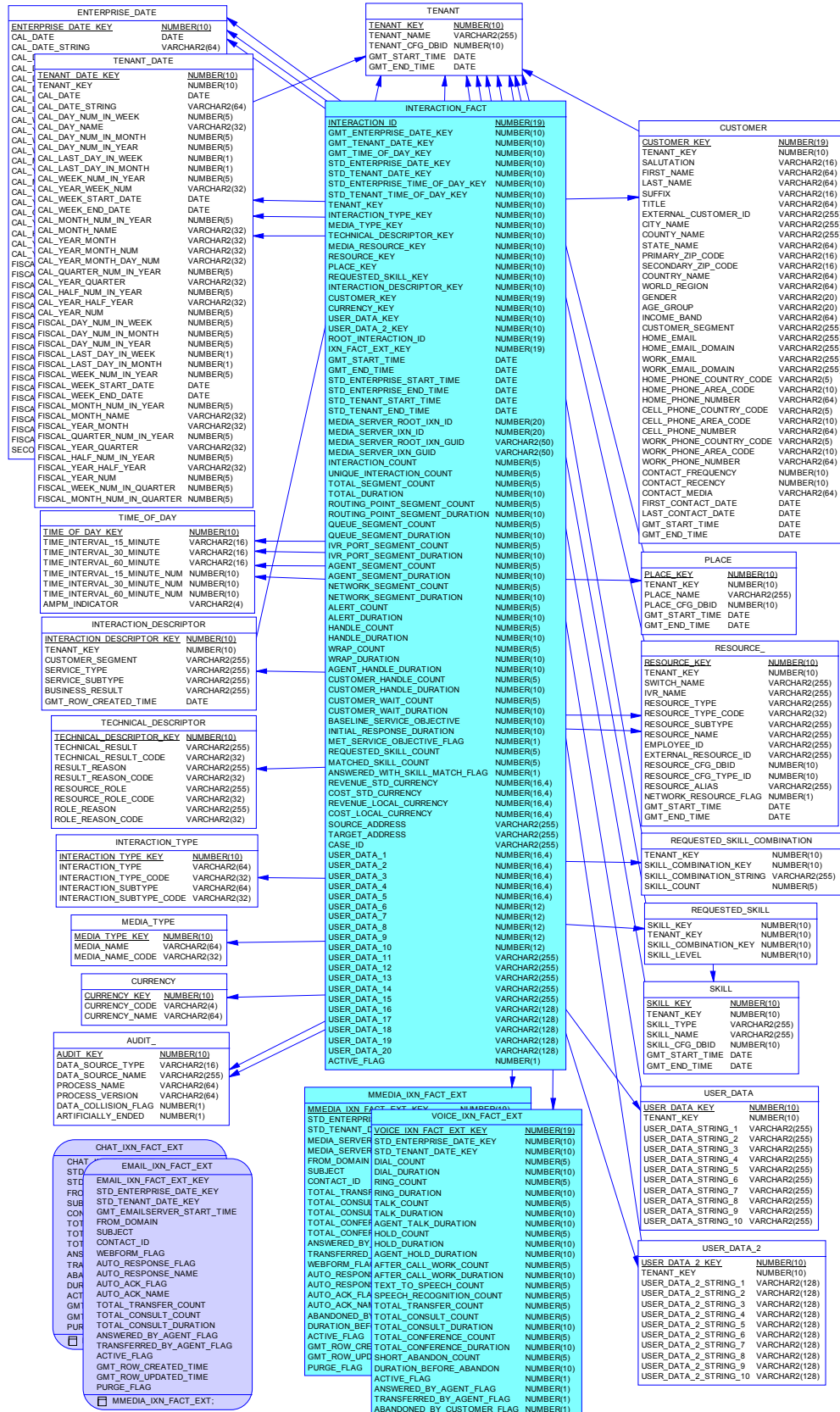
### Description

The subject area represents subcallflows processed by Genesys Voice Platform. GVP uses subcallflows to make applications modular by writing components that can be reused by multiple applications (for example, a credit card validation subcallflow). The use of a subcallflow within a main callflow is similar to a function call in a programming language. For the purposes of Genesys Info Mart, a subcallflow refers to the processing that occurs on a menu option presented by the GVP application: the subcallflow encompasses the time spent listening to the menu choices up to the time the end-user makes a selection or hangs up.

## Subject Area Tables

| Code                   | Comment   |
|------------------------|---|
| AUDIT_                 | Allows facts and dimensions to be described by data lineage attributes.   |
| ENTERPRISE_DATE        | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.  |
| GVP_APPLICATION        | Allows facts to be described based on attributes of a GVP application.  |
| GVP_SUBCALL_FACT       | Represents subcall flows processed by Genesys Voice Platform (GVP).   |
| GVP_SUBCALL_FLOW       | Allows facts to be described based on attributes of GVP call flows.   |
| GVP_VOICE_MEDIA_SERVER | Allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call. |
| GVP_WEB_APPL_SERVER    | Allows facts to be described based on the GVP Web Application Server that has served the call.  |
| STRATEGY               | Allows facts to be described by the associated routing strategy or IVR application.   |
| TENANT                 | Allows facts to be described based on attributes of a tenant.   |
| TENANT_DATE            | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.  |
| TIME_OF_DAY            | Allows facts to be described based on time of day.  |

# Interaction Subject Area



## Description

Interaction represents interactions from a customer experience perspective. In previous releases, this subject area included chat and email extension tables (CHAT\_I\_XN\_FACT\_EXT and EMAIL\_I\_XN\_FACT\_EXT), which have been discontinued in this release. The MMEDIA\_I\_XN\_FACT\_EXT table takes their place, and like-named views have been provided to maintain backward compatibility.

## Subject Area Tables

| Code                        | Comment   |
|-----------------------------|---|
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.   |
| CURRENCY                    | Allows monetary facts to be described by a particular local currency.   |
| CUSTOMER                    | Allows data mining of facts by customer attributes.   |
| ENTERPRISE_DATE             | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.  |
| INTERACTION_DESCRIPTOR      | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| INTERACTION_FACT            | Represents interactions from a customer experience perspective.   |
| INTERACTION_TYPE            | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.  |
| MEDIA_TYPE                  | Allows facts to be described based on media type, such as Voice.  |
| MMEDIA_I_XN_FACT_EXT        | Represents interactions from the perspective of a specific media type.  |
| PLACE                       | Allows facts to be described by the attributes of a place.  |
| REQUESTED_SKILL             | Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.  |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.                                    |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.   |
| SKILL                       | Allows facts to be described by the attributes of a skill.  |
| TECHNICAL_DESCRIPTOR        | Allows facts to be described by the role of the associated contact center resource and the technical result of the association.                                   |
| TENANT                      | Allows facts to be described based on attributes of a tenant.   |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.  |
| TIME_OF_DAY                 | Allows facts to be described based on time of day.  |
| USER_DATA                   | Allows interaction facts to be described by deployment-specific, user-defined string attributes.  |
| USER_DATA_2                 | Allows interaction facts to be described by deployment-specific, user-defined string attributes.  |
| VOICE_I_XN_FACT_EXT         | Represents interactions from a voice media-specific perspective.  |

## Oracle Reference Manual



## Description

This subject area presents a summary of each attempt to handle an interaction. It encompasses the mediation process required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

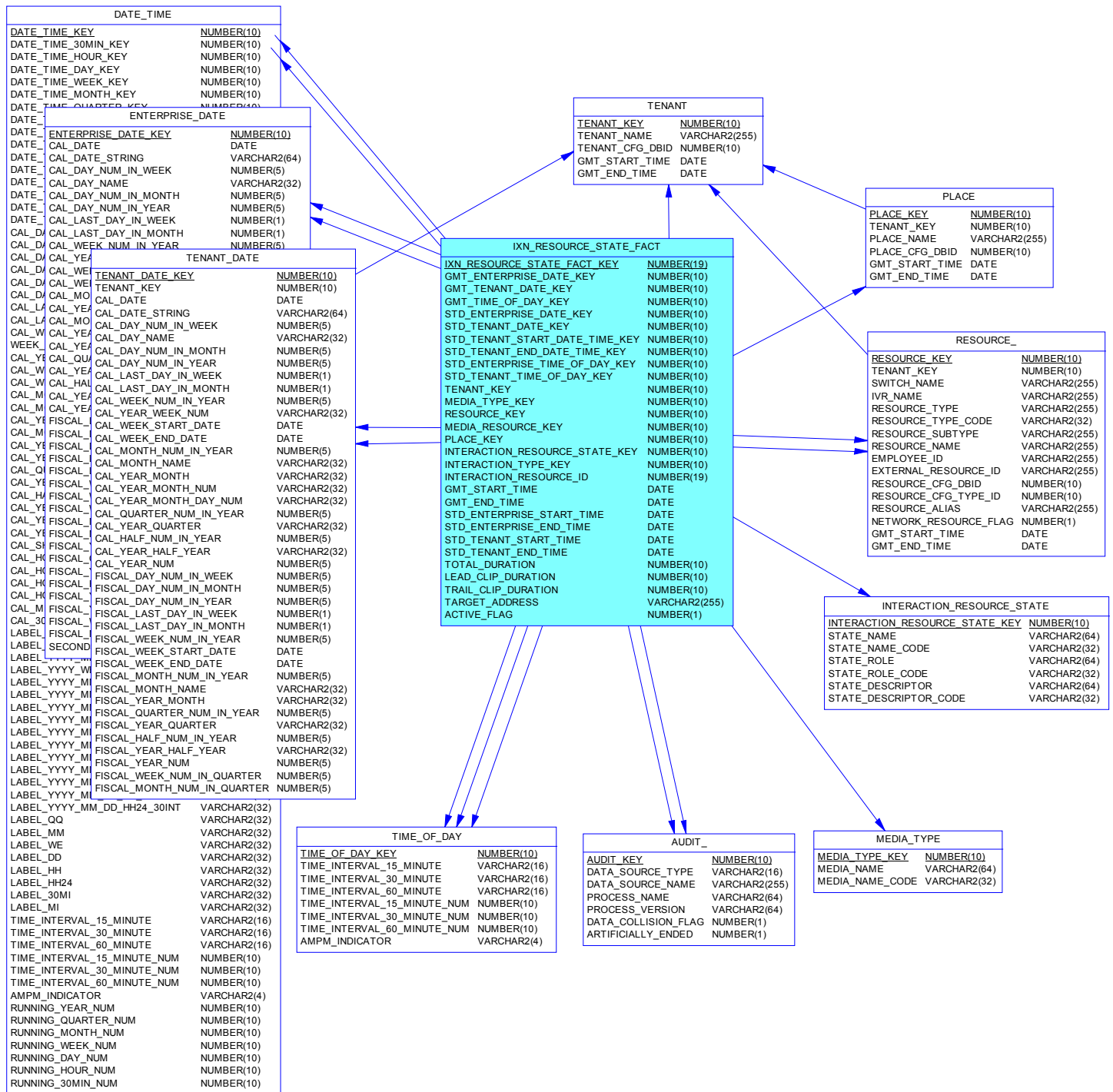
## Subject Area Tables

| Code                        | Comment  |
|-----------------------------|--|
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.  |
| CUSTOMER                    | Allows data mining of facts by customer attributes.  |
| DATE_TIME                   | Allows facts to be described by attributes of standard calendar date and 15-minute interval.   |
| ENTERPRISE_DATE             | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.   |
| INTERACTION_DESCRIPTOR      | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.  |
| INTERACTION_RESOURCE_FACT   | Represents a summary of each attempt to handle an interaction. It encompasses the mediation process required to offer the interaction to a target handling resource, as well as the activities of that target handling resource. |
| INTERACTION_TYPE            | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.   |
| MEDIA_TYPE                  | Allows facts to be described based on media type, such as Voice.   |
| PLACE                       | Allows facts to be described by the attributes of a place.   |
| REQUESTED_SKILL             | Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.   |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.   |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.  |
| RESOURCE_GROUP_COMBINATION  | Allows facts to be described based on the membership of resources in a combination of resource groups.   |
| RESOURCE_STATE              | Allows facts to be described by the states of the contact center resources.  |
| ROUTING_TARGET              | Allows facts to be described by routing targets selected by the router.  |
| STRATEGY                    | Allows facts to be described by the associated routing strategy or IVR application.  |
| TECHNICAL_DESCRIPTOR        | Allows facts to be described by the role of the associated contact center resource and the technical result of the association.  |
| TENANT                      | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_OF_DAY                 | Allows facts to be described based on time of day.   |

| Code               | Comment  |
|--------------------|--|
| USER_DATA          | Allows interaction facts to be described by deployment-specific, user-defined string attributes. |
| USER_DATA_2        | Allows interaction facts to be described by deployment-specific, user-defined string attributes. |
| VOICE_RES_FACT_EXT | Represents interaction resource facts from the voice media-specific perspective.                 |



## Interaction\_Resource\_State Subject Area



### Description

Provides detailed interaction-handling state information in the context of an interaction resource fact. Facilitates interval-based reporting for interaction-related resource states.



## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.  |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.   |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.   |
| INTERACTION_RESOURCE_STATE | Allows facts to be described by the states of the contact center resources as resources are offered and handle interactions.   |
| IXN_RESOURCE_STATE_FACT    | Provides detailed interaction-handling state information in the context of an interaction resource fact. Facilitates interval-based reporting for interaction-related resource states. |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.   |
| PLACE                      | Allows facts to be described by the attributes of a place.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.  |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.   |
| TIME_OF_DAY                | Allows facts to be described based on time of day.   |

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## Description

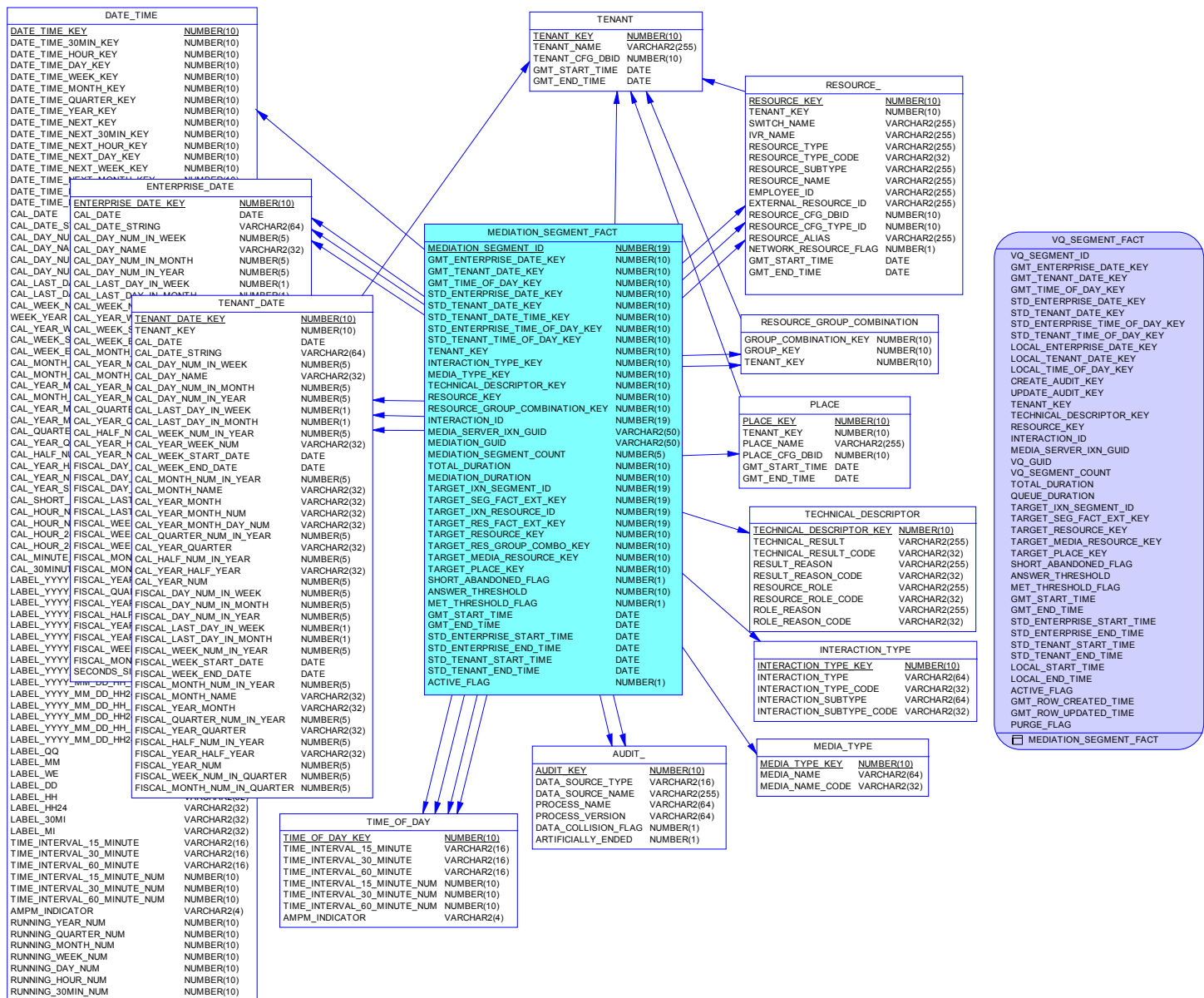
This subject area represents interaction activity from the perspective of contact center resources in a particular role. In previous releases, this subject area included chat and email extension tables (CHAT\_SEG\_FACT\_EXT and EMAIL\_SEG\_FACT\_EXT), which have been discontinued in this release. The MMEDIA\_SEG\_FACT\_EXT table takes their place, and like-named views have been provided to maintain backward compatibility.

## Subject Area Tables

| Code                        | Comment   |
|-----------------------------|---|
| AUDIT_                      | Allows facts and dimensions to be described by data lineage attributes.   |
| CURRENCY                    | Allows monetary facts to be described by a particular local currency.   |
| CUSTOMER                    | Allows data mining of facts by customer attributes.   |
| ENTERPRISE_DATE             | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.  |
| INTERACTION_DESCRIPTOR      | Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. |
| INTERACTION_SEGMENT_FACT    | Represents interactions from the perspective of contact center resources.   |
| INTERACTION_TYPE            | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.  |
| MEDIA_TYPE                  | Allows facts to be described based on media type, such as Voice.  |
| MMEDIA_SEG_FACT_EXT         | Represents interaction segments from the perspective of a Multimedia Solution media type.   |
| PLACE                       | Allows facts to be described by the attributes of a place.  |
| REQUESTED_SKILL             | Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.  |
| REQUESTED_SKILL_COMBINATION | Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.                                    |
| RESOURCE_                   | Allows facts to be described based on the attributes of contact center resources.   |
| ROUTING_TARGET              | Allows facts to be described by routing targets selected by the router.   |
| SKILL                       | Allows facts to be described by the attributes of a skill.  |
| STOP_ACTION                 | Indicates the reason why a Multimedia Solution interaction segment was stopped.   |
| STRATEGY                    | Allows facts to be described by the associated routing strategy or IVR application.   |
| TECHNICAL_DESCRIPTOR        | Allows facts to be described by the role of the associated contact center resource and the technical result of the association.                                   |
| TENANT                      | Allows facts to be described based on attributes of a tenant.   |
| TENANT_DATE                 | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.  |

| Code               | Comment  |
|--------------------|--|
| TIME_OF_DAY        | Allows facts to be described based on time of day.   |
| USER_DATA          | Allows interaction facts to be described by deployment-specific, user-defined string attributes. |
| USER_DATA_2        | Allows interaction facts to be described by deployment-specific, user-defined string attributes. |
| VOICE_SEG_FACT_EXT | Represents interaction segments from a voice media-specific perspective.                         |

## Mediation\_Segment Subject Area



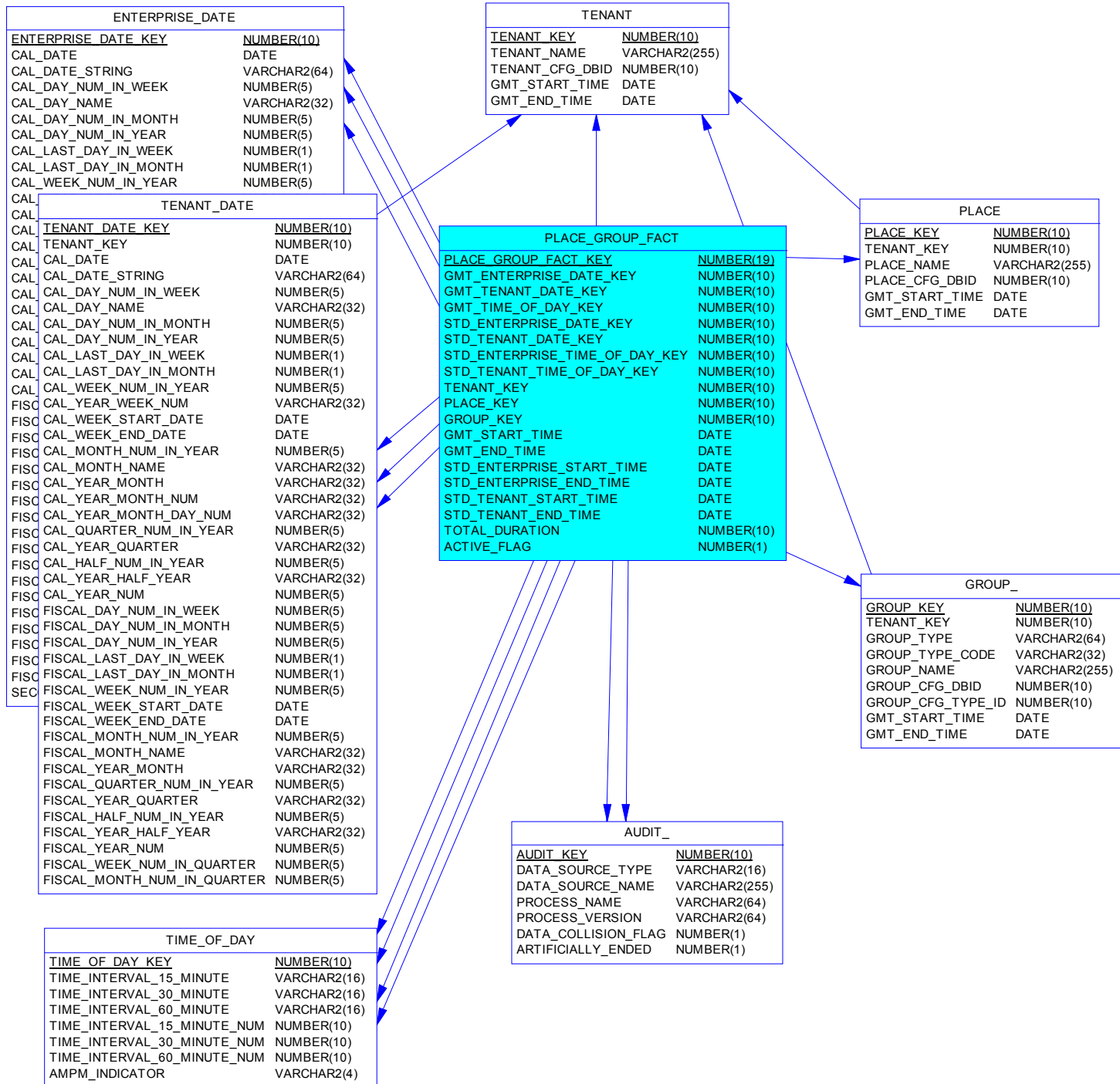
## Description

This subject area represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof. In previous releases, this subject area included the VQ\_SEGMENT\_FACT table, which has been discontinued in this release. The MEDIATION\_SEGMENT\_FACT table takes its place, and a like-named view has been provided to maintain backward compatibility.

## Subject Area Tables

| Code                       | Comment   |
|----------------------------|---|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.   |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.                                    |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                    |
| INTERACTION_TYPE           | Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.                                  |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.  |
| MEDIATION_SEGMENT_FACT     | Describes interaction activity with respect to ACD and virtual queues.  |
| PLACE                      | Allows facts to be described by the attributes of a place.  |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.   |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.                          |
| TECHNICAL_DESCRIPTOR       | Allows facts to be described by the role of the associated contact center resource and the technical result of the association. |
| TENANT                     | Allows facts to be described based on attributes of a tenant.   |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                        |
| TIME_OF_DAY                | Allows facts to be described based on time of day.  |

## Place\_Group Subject Area



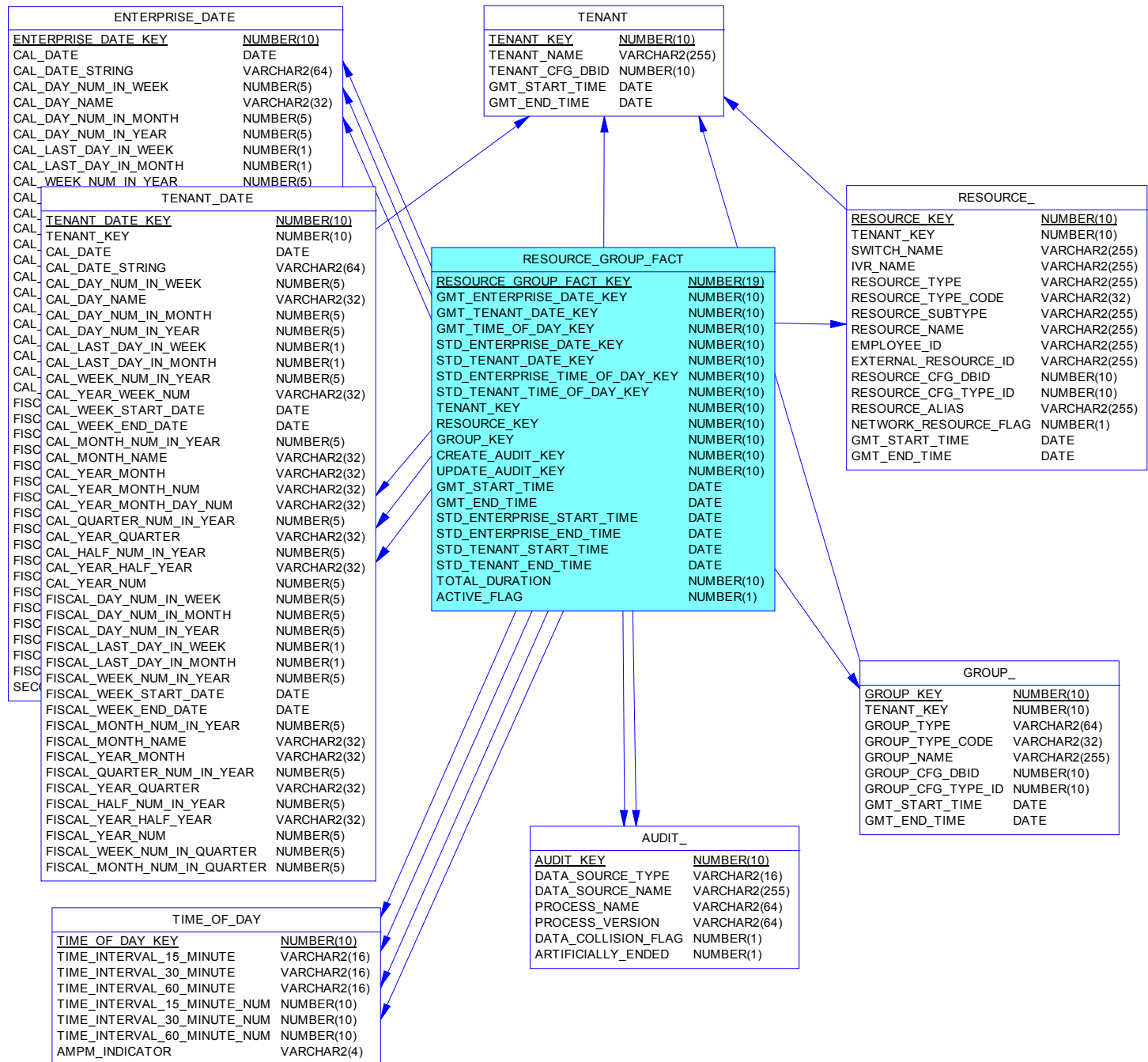
### Description

The subject area depicts the membership of places among place groups.

## Subject Area Tables

| Code             | Comment  |
|------------------|--|
| AUDIT_           | Allows facts and dimensions to be described by data lineage attributes.  |
| ENTERPRISE_DATE  | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_           | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| PLACE            | Allows facts to be described by the attributes of a place.   |
| PLACE_GROUP_FACT | Represents the membership of places among place groups.  |
| TENANT           | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE      | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY      | Allows facts to be described based on time of day.   |

## Resource\_Group Subject Area



### Description

The subject area represents the membership of contact center resources among resource groups.

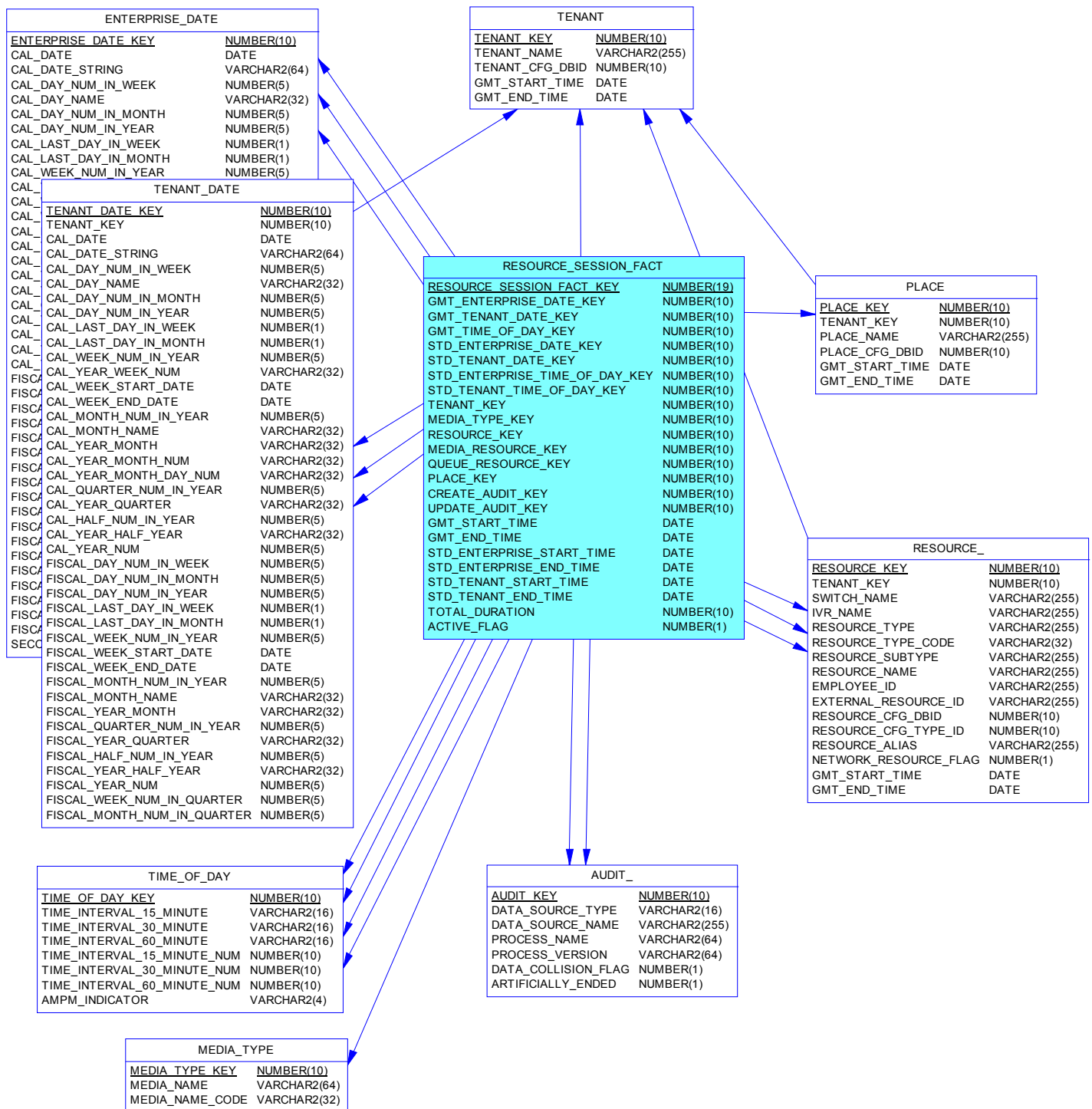
### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |



| Code                | Comment  |
|---------------------|--|
| ENTERPRISE_DATE     | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.                   |
| GROUP_              | Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. |
| RESOURCE_           | Allows facts to be described based on the attributes of contact center resources.  |
| RESOURCE_GROUP_FACT | Represents the memberships of contact center resources among resource groups.  |
| TENANT              | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE         | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.                       |
| TIME_OF_DAY         | Allows facts to be described based on time of day.   |

## Resource\_Session Subject Area



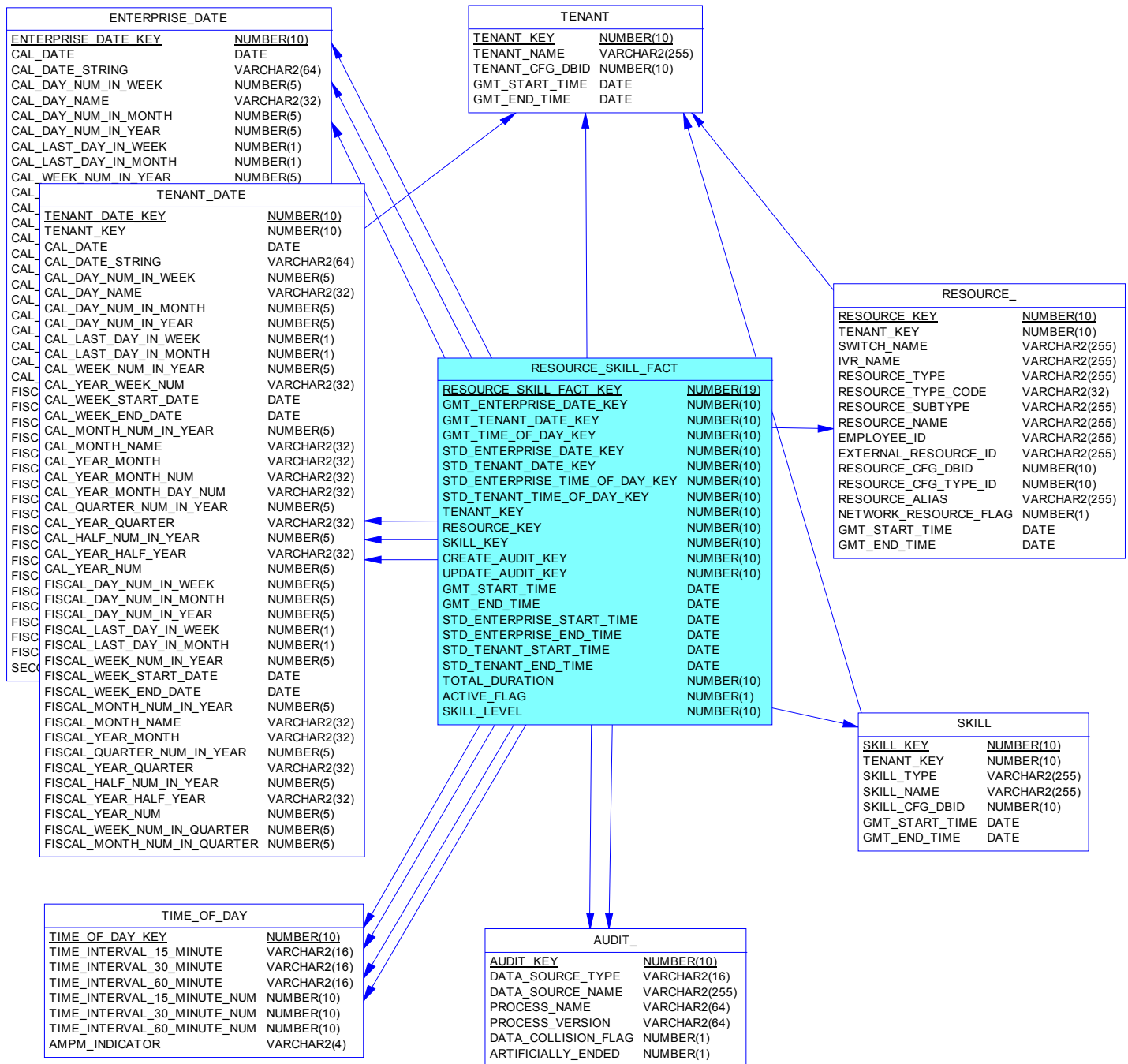
### Description

This subject area represents detailed agent resource media sessions from login to logout dimensioned by media type and agent (and endpoint and queue for voice).

## Subject Area Tables

| Code                  | Comment  |
|-----------------------|--|
| AUDIT_                | Allows facts and dimensions to be described by data lineage attributes.                                      |
| ENTERPRISE_DATE       | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE            | Allows facts to be described based on media type, such as Voice.   |
| PLACE                 | Allows facts to be described by the attributes of a place.   |
| RESOURCE_             | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_SESSION_FACT | Represents detailed agent resource media sessions from login to logout.                                      |
| TENANT                | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE           | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY           | Allows facts to be described based on time of day.   |

## Resource\_Skill Subject Area



### Description

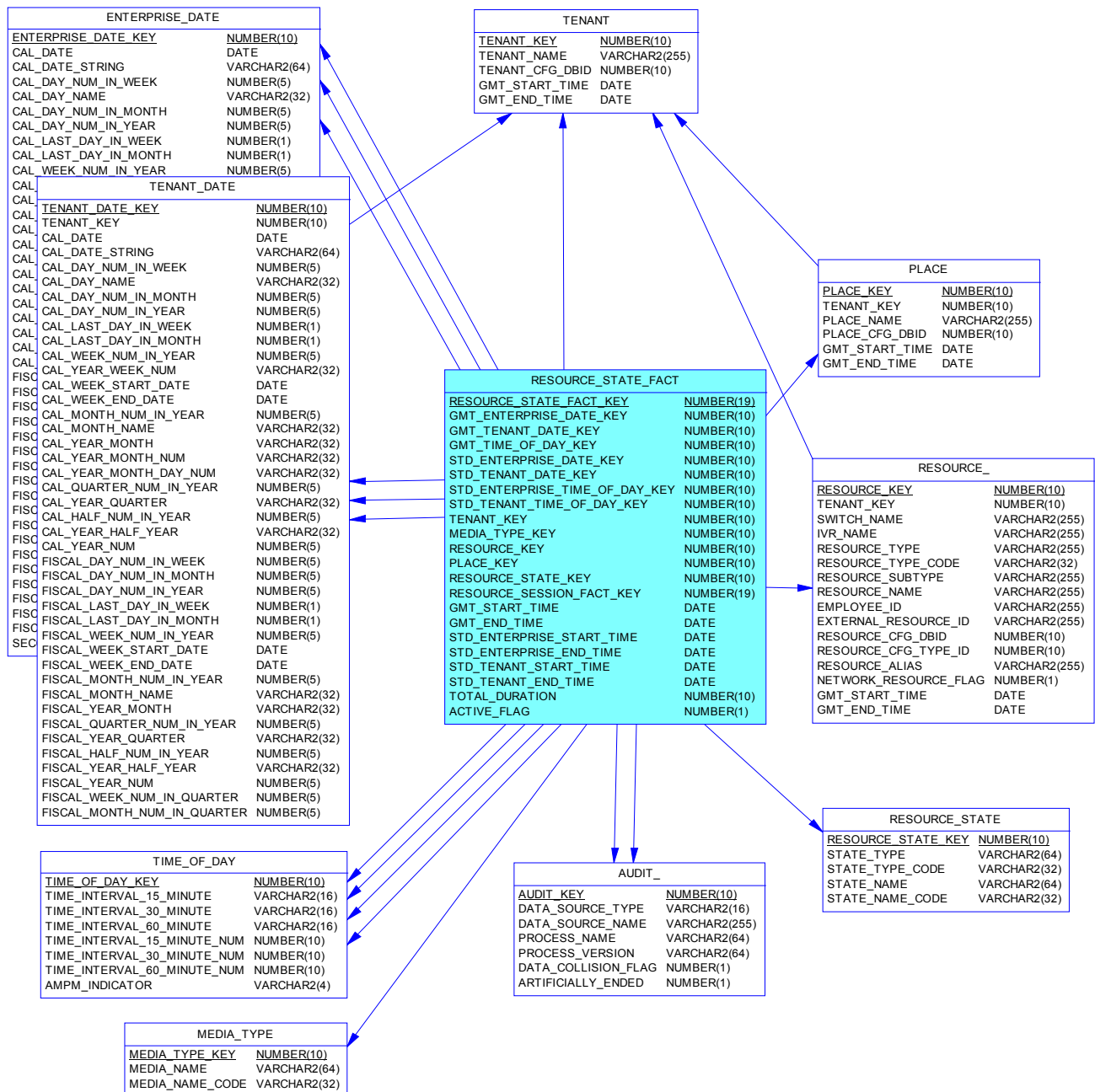
The subject area represents the skill resumes of agent resources.

### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |

| Code                | Comment  |
|---------------------|--|
| ENTERPRISE_DATE     | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| RESOURCE_           | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_SKILL_FACT | Represents the skill resumes of agent resources.   |
| SKILL               | Allows facts to be described by the attributes of a skill.   |
| TENANT              | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE         | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY         | Allows facts to be described based on time of day.   |

## Resource\_State Subject Area



### Description

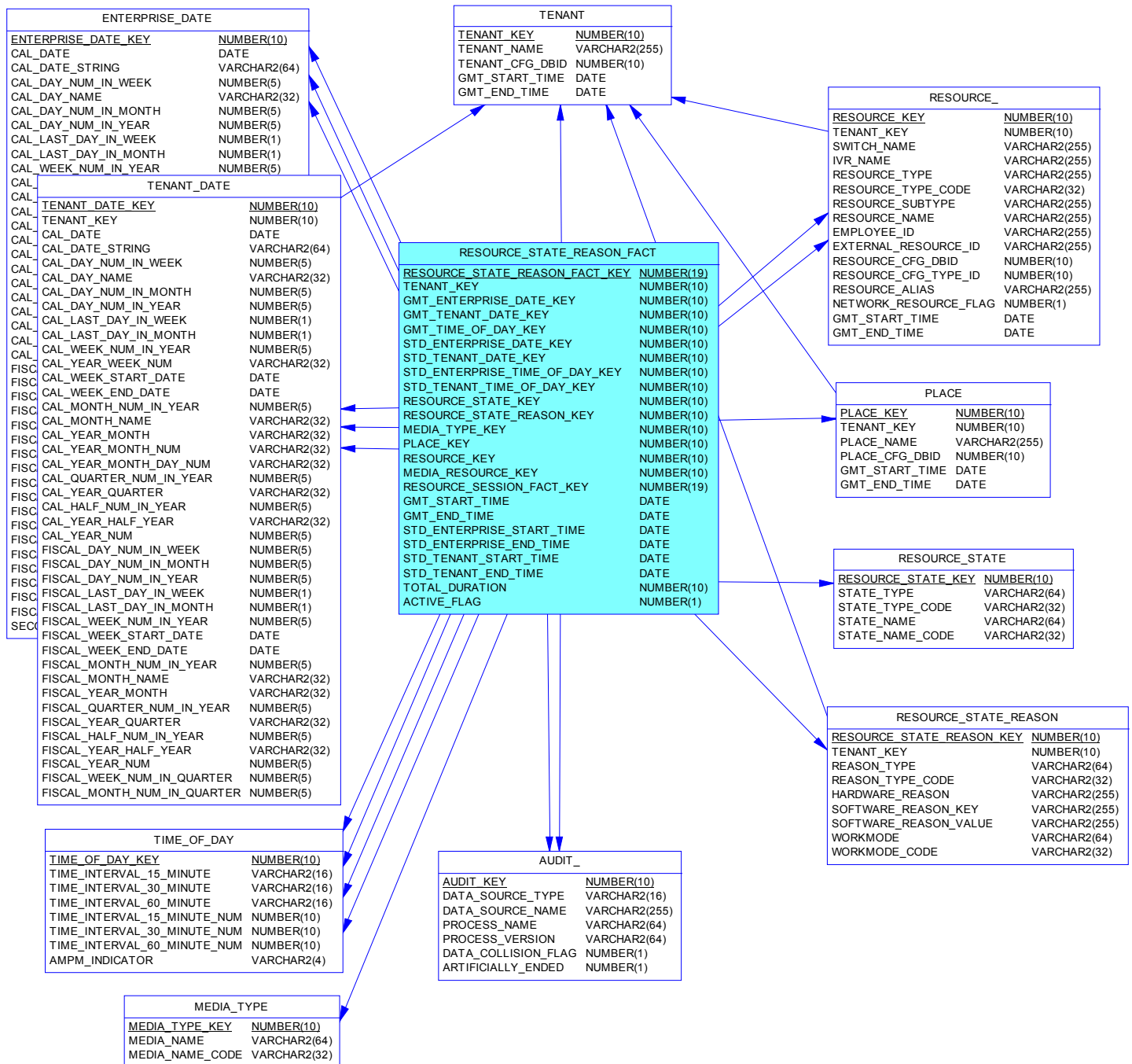
The subject area represents contact center resource activities, summarized to the media type and place.

### Subject Area Tables

| Code   | Comment   |
|--------|---|
| AUDIT_ | Allows facts and dimensions to be described by data lineage attributes. |

| Code                | Comment  |
|---------------------|--|
| ENTERPRISE_DATE     | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE          | Allows facts to be described based on media type, such as Voice.   |
| PLACE               | Allows facts to be described by the attributes of a place.   |
| RESOURCE_           | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_STATE      | Allows facts to be described by the states of the contact center resources.                                  |
| RESOURCE_STATE_FACT | Represents contact center resource activities, summarized to the media type and place.                       |
| TENANT              | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE         | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY         | Allows facts to be described based on time of day.   |

## Resource\_State\_Reason Subject Area



### Description

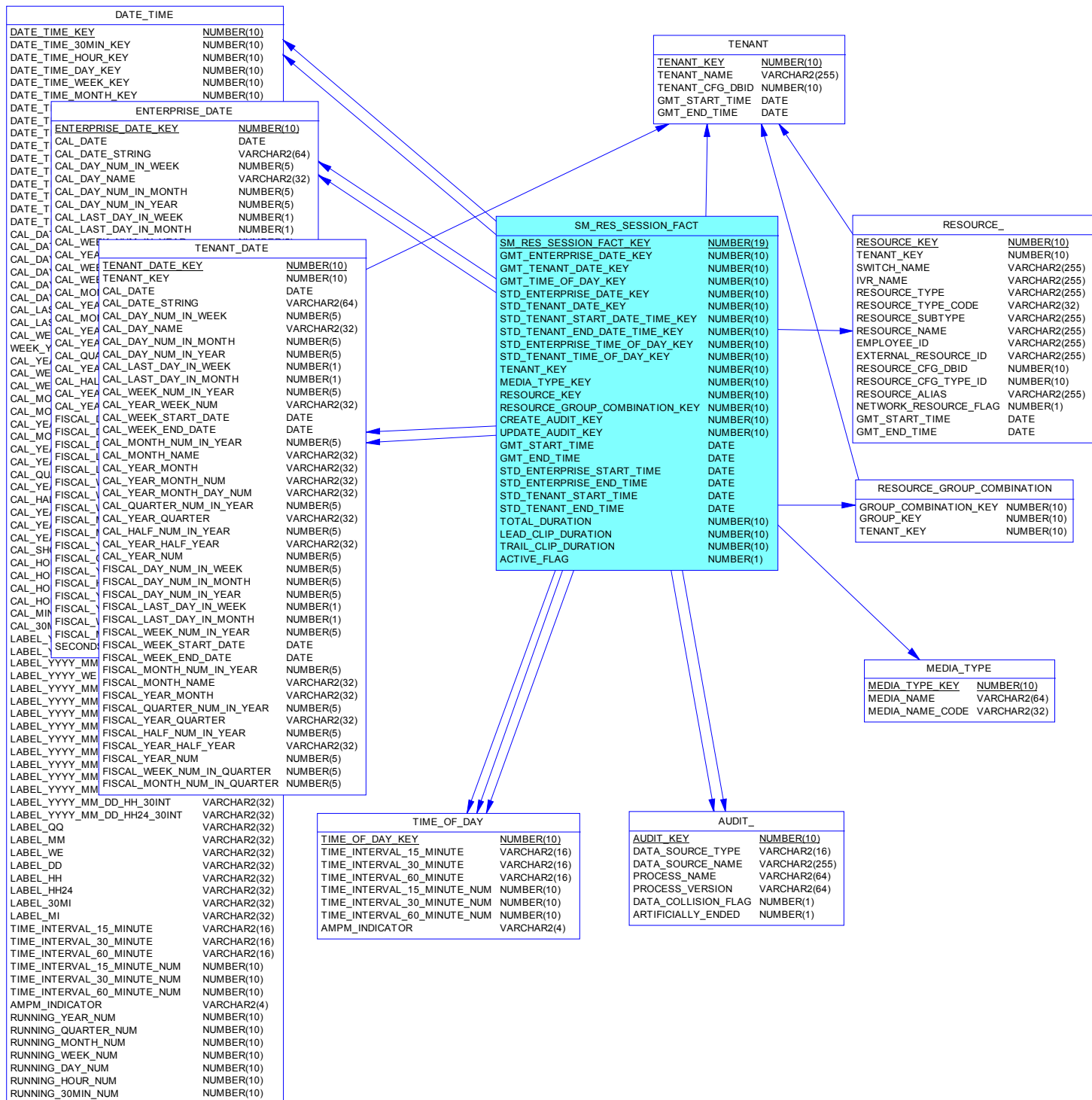
This subject area represents the contact center resource state reasons, summarized to the media type and place (and DN for voice).



## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.                                      |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.   |
| PLACE                      | Allows facts to be described by the attributes of a place.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_STATE             | Allows facts to be described by the states of the contact center resources.                                  |
| RESOURCE_STATE_REASON      | Allows facts to be described by the state reason of the associated agent resource.                           |
| RESOURCE_STATE_REASON_FACT | Represents contact center resource state reasons, summarized to the media type and place.                    |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY                | Allows facts to be described based on time of day.   |

## Summary\_Resource\_Session Subject Area



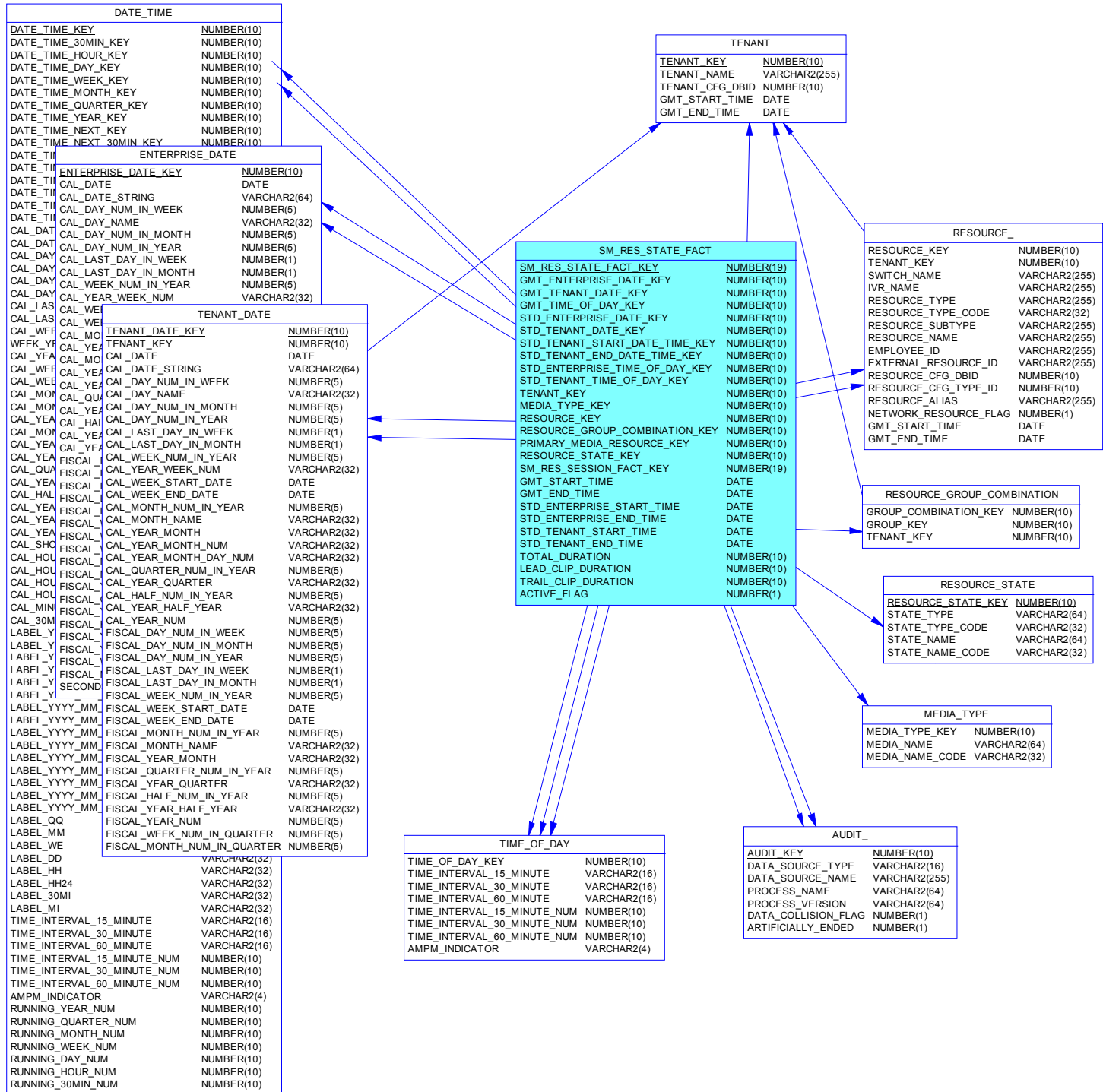
### Description

This subject area represents agent resource media sessions from login to logout, summarized to the media type.

## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.                                      |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.                 |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.       |
| SM_RES_SESSION_FACT        | Represents agent resource media sessions from login to logout, summarized to the media type.                 |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY                | Allows facts to be described based on time of day.   |

## Summary\_Resource\_State Subject Area



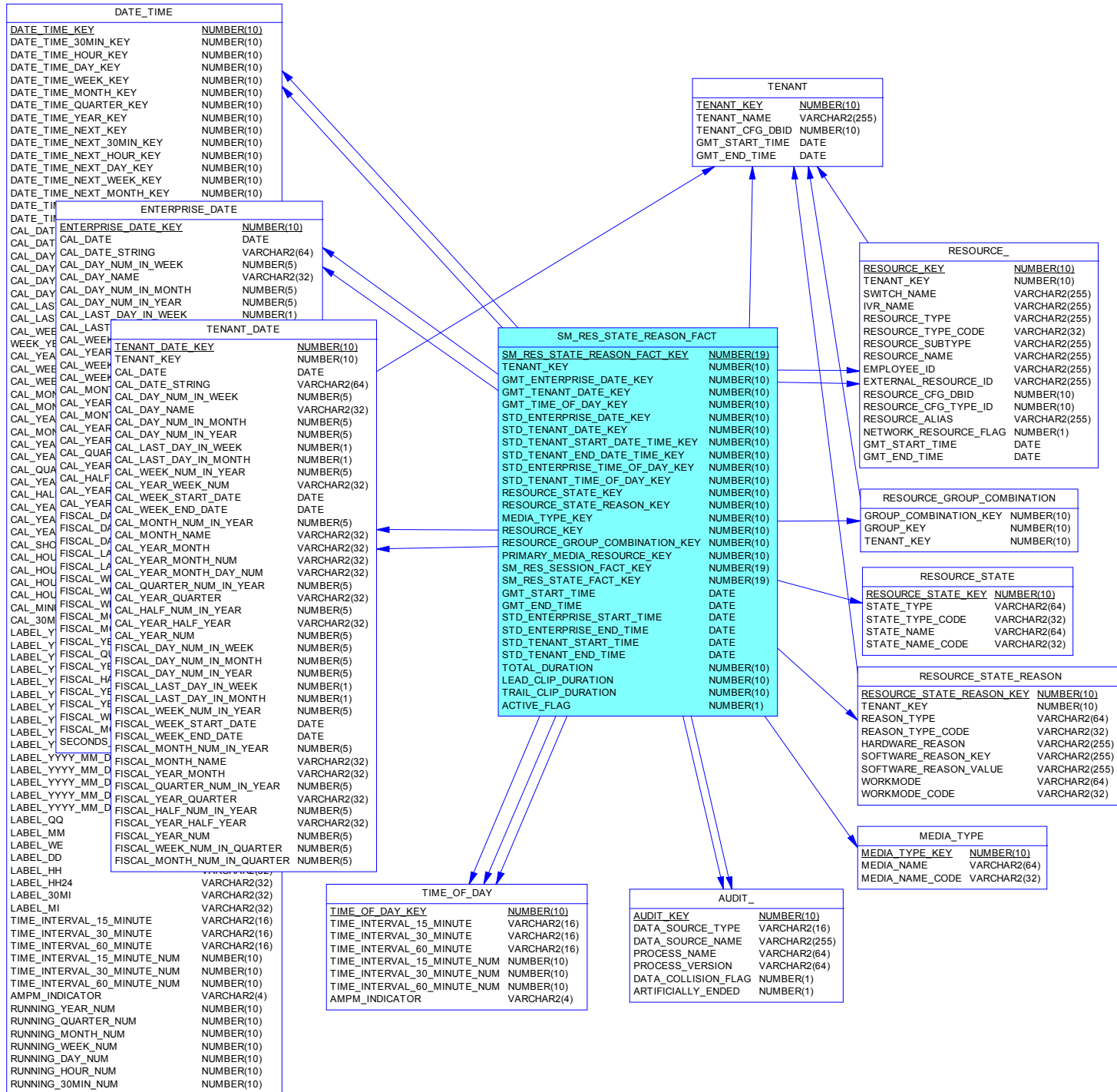
### Description

This subject area represents agent resource states, summarized to the media type.

## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.                                      |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.                 |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.       |
| RESOURCE_STATE             | Allows facts to be described by the states of the contact center resources.                                  |
| SM_RES_STATE_FACT          | Represents agent resource states, summarized to the media type.  |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY                | Allows facts to be described based on time of day.   |

## Summary\_Resource\_State\_Reason Subject Area



### Description

This subject area represents agent resource state reasons, summarized to the media type.

## Subject Area Tables

| Code                       | Comment  |
|----------------------------|--|
| AUDIT_                     | Allows facts and dimensions to be described by data lineage attributes.                                      |
| DATE_TIME                  | Allows facts to be described by attributes of standard calendar date and 15-minute interval.                 |
| ENTERPRISE_DATE            | Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. |
| MEDIA_TYPE                 | Allows facts to be described based on media type, such as Voice.   |
| RESOURCE_                  | Allows facts to be described based on the attributes of contact center resources.                            |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups.       |
| RESOURCE_STATE             | Allows facts to be described by the states of the contact center resources.                                  |
| RESOURCE_STATE_REASON      | Allows facts to be described by the state reason of the associated agent resource.                           |
| SM_RES_STATE_REASON_FACT   | Represents agent resource state reasons, summarized to the media type.                                       |
| TENANT                     | Allows facts to be described based on attributes of a tenant.  |
| TENANT_DATE                | Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.     |
| TIME_OF_DAY                | Allows facts to be described based on time of day.   |

## Chapter 3: Info Mart Tables

Info Mart tables fall into one of the following categories:

- Fact tables
- Dimension tables
- Aggregate tables
- Info Mart service tables

The 7.6 release adds several new populate-\* configuration options that control whether the Genesys Info Mart Server writes data to a specific table or group of tables. Many tables, such as the aggregate tables, depend on the population of other Info Mart tables and the values of the configuration options pertaining to them. This document does not discuss the controlling factors that determine whether a table is written to or not written to; the *Genesys Info Mart 7.6 Deployment Guide* discusses this topic. The *Genesys Info Mart 7.6 Operations Guide* also describes an aspect of this. Refer to these documents to learn the circumstances under which Info Mart tables are populated.

### Fact Tables

The fact tables all include \_FACT in the table name. Some fact tables provide further extension of the primary fact table; these include \_FACT\_EXT in the table name. The following Info Mart tables are fact tables:

- |                               |                              |
|-------------------------------|------------------------------|
| • CALLING_LIST_METRIC_FACT    | • MEDIATION_SEGMENT_FACT     |
| • CALLING_LIST_TO_CAMP_FACT   | • MMEDIA_I_XN_FACT_EXT       |
| • CAMPAIGN_GROUP_SESSION_FACT | • MMEDIA_SEG_FACT_EXT        |
| • CAMPAIGN_GROUP_STATE_FACT   | • PLACE_GROUP_FACT           |
| • CONTACT_ATTEMPT_FACT        | • RESOURCE_GROUP_FACT        |
| • DT_DND_FACT                 | • RESOURCE_SESSION_FACT      |
| • DT_RES_STATE_FACT           | • RESOURCE_SKILL_FACT        |
| • DT_RES_STATE_REASON_FACT    | • RESOURCE_STATE_FACT        |
| • GROUP_TO_CAMPAIN_FACT       | • RESOURCE_STATE_REASON_FACT |
| • GVP_CALL_FACT               | • SM_RES_SESSION_FACT        |
| • GVP_SUBCALL_FACT            | • SM_RES_STATE_FACT          |
| • INTERACTION_FACT            | • SM_RES_STATE_REASON_FACT   |
| • INTERACTION_RESOURCE_FACT   | • VOICE_I_XN_FACT_EXT        |
| • INTERACTION_SEGMENT_FACT    | • VOICE_RES_FACT_EXT         |
| • I_XN_RESOURCE_STATE_FACT    | • VOICE_SEG_FACT_EXT         |

### Dimension Tables

The following are Info Mart dimension tables:



- AUDIT\_
- CALL\_RESULT
- CALLING\_LIST
- CAMPAIGN
- CAMPAIGN\_GROUP\_STATE
- CONTACT\_INFO\_TYPE
- CURRENCY
- CUSTOMER
- DATE\_TIME
- DIALING\_MODE
- ENTERPRISE\_DATE
- ENTERPRISE\_MONTH
- GROUP\_
- GVP\_APPLICATION
- GVP\_SUBCALL\_FLOW
- GVP\_VOICE\_MEDIA\_SERVER
- GVP\_WEB\_APPL\_SERVER
- INTERACTION\_DESCRIPTOR
- INTERACTION\_RESOURCE\_STATE
- INTERACTION\_TYPE
- MEDIA\_TYPE
- PLACE
- RECORD\_TYPE
- RECORD\_FIELD\_GROUP\_1
- RECORD\_FIELD\_GROUP\_2
- RECORD\_STATUS
- REQUESTED\_SKILL
- REQUESTED\_SKILL\_COMBINATION
- RESOURCE\_
- RESOURCE\_GROUP\_COMBINATION
- RESOURCE\_STATE
- RESOURCE\_STATE\_REASON
- ROUTING\_TARGET
- SKILL
- STOP\_ACTION
- STRATEGY
- TECHNICAL\_DESCRIPTOR
- TENANT
- TENANT\_DATE
- TIME\_OF\_DAY
- TIME\_RANGE
- TIME\_ZONE
- USER\_DATA
- USER\_DATA\_2

Some tables, such as DATE\_TIME, are populated with data upon Info Mart initialization. Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data.

## Aggregate Tables

The first set of Info Mart aggregate tables includes the following:

- AG\_AGENT\_VOICE\_IXN\_HOUR
- AG\_SKILL\_GROUP\_ABN\_HOUR
- AG\_SKILL\_GROUP\_HOUR
- AG\_SKILL\_RESOURCE\_ABN\_HOUR
- AG\_SKILL\_RESOURCE\_HOUR
- AG\_SKILL\_VOICE\_INB\_IXN\_HOUR
- AG\_STATE\_REASON\_VOICE\_HOUR

Also provided are the \_DAY and \_MONTH versions of these tables.

The second set of Info Mart aggregate tables includes the following:

- AG2\_INB\_V\_AGENT\_QUEUE\_HOUR
- AG2\_INB\_V\_IXN\_AGENT\_GRP\_HOUR
- AG2\_INB\_V\_IXN\_AGENT\_HOUR
- AG2\_INB\_V\_IXN\_ID\_HOUR
- AG2\_INB\_V\_I\_IXN\_AGENT\_HOUR
- AG2\_INB\_V\_I\_SESS\_STATE\_HOUR
- AG2\_INB\_V\_I\_STATE\_RSN\_HOUR
- AG2\_INB\_V\_QUEUE\_ABN\_HOUR
- AG2\_INB\_V\_QUEUE\_ANS\_HOUR
- AG2\_INB\_V\_QUEUE\_GRP\_HOUR
- AG2\_INB\_V\_QUEUE\_HOUR
- AG2\_OUT\_V\_IXN\_AGENT\_HOUR
- AG2\_OUT\_V\_IXN\_AGENT\_GRP\_HOUR

Also provided are the \_SUBHR and \_DAY versions of these tables for the interval-based tables (those prefixed with AG2\_INB\_V\_I) and the \_DAY and \_MONTH versions for the disposition-based tables.

## Info Mart Service and Control Tables

The following two Info Mart tables are for reference only:

- DATA\_MIGRATION
- SCHEMA\_INFO

And the following table maintains control and audit information about aggregate tables:

- AGGREGATE\_CTRL\_HOUR

The following sections describe each table, many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

### General Note

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (AG\*\_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

## Table AG2\_INB\_V\_AGENT\_QUEUE\_HOUR

This aggregate table provides a rollup of interaction-handling activities of agent resources who received inbound voice interactions distributed from ACD or virtual queues, based on key business attributes (such as customer segment, service type, and service subtype). Rollups are derived primarily from the MEDIATION\_SEGMENT\_FACT, VOICE\_RES\_FACT\_EXT, and INTERACTION\_RESOURCE\_FACT tables.

This table includes two sets of measures regarding interactions distributed from ACD or virtual queues to agents; namely, measures for pure inbound interactions and measures for consult interactions, where the consultation is associated with an inbound interaction.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent, who received the consultation request, was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table, as are the interactions received by unmonitored agents. Aggregation is performed along the TENANT, DATE\_TIME, INTERACTION\_DESCRIPTOR, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The latter two dimensions are each referenced twice in this table because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply for the AG2\_INB\_V\_AGENT\_QUEUE\_DAY and AG2\_INB\_V\_AGENT\_QUEUE\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY     | NUMBER(10) | X | X | X |    |
| TENANT_KEY                   | NUMBER(10) | X | X | X |    |
| AGENT_RESOURCE_KEY           | NUMBER(10) | X | X | X |    |
| QUEUE_RESOURCE_KEY           | NUMBER(10) | X | X | X |    |
| QUEUE_GROUP_COMBINATION_KEY  | NUMBER(10) | X | X | X |    |
| AGENT_GROUP_COMBINATION_KEY  | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY   | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_RING_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT             | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT             | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_RING_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_COUNT    | NUMBER(10) |   | X |   |    |

| Code                        | Data Type  | P | M | F | DV |
|-----------------------------|------------|---|---|---|----|
| TOTAL_RCV_CONS_ACW_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_COUNT    | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT            | NUMBER(10) |   | X |   |    |
| BATCH_ID                    | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY            | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY            | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME        | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME        | DATE       |   |   |   |    |
| PURGE_FLAG                  | NUMBER(1)  |   | X |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

#### Column AGENT\_RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent.

#### Column QUEUE\_RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific ACD or virtual queue.

#### Column QUEUE\_GROUP\_COMBINATION\_KEY

The surrogate key used to join this table to a specific combination of queue groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups of which the ACD or virtual queue was a member when the agent was offered the interaction.

#### Column AGENT\_GROUP\_COMBINATION\_KEY

The surrogate key used to join this table to a specific combination of agent groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

#### Column INTERACTION\_DESCRIPTOR\_KEY

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attributes assigned to the interaction.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that interactions distributed from the ACD or virtual queue, assigned this business attribute, were answered by the agent.

**Column TOTAL\_RING\_DURATION**

The total amount of time, in seconds, that interactions distributed from the ACD or virtual queue, assigned this business attribute, rang at the agent's DN.

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that the agent spent talking to customers on inbound interactions, assigned this business attribute, offered during the interval and distributed from the ACD or virtual queue.

**Column TOTAL\_TALK\_COUNT**

The total number of times that inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, were answered by the agent.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, that inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, spent on hold for interactions that were offered to the agent during the interval.

**Column TOTAL\_HOLD\_COUNT**

The total number of inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, that the agent placed on hold for those interactions offered to the agent during the interval.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, that the agent was in interaction-related ACW state for inbound interactions, assigned this business attribute, offered to the agent during the interval and distributed from the ACD or virtual queue.

**Column TOTAL\_ACW\_COUNT**

The total number of times the agent was in interaction-related ACW state for inbound interactions, assigned this business attribute, offered to the agent during the interval and distributed from the ACD or virtual queue.

**Column TOTAL\_RCV\_CONS\_RING\_DURATION**

The total amount of time, in seconds, that consult interactions distributed from the ACD or virtual queue, assigned this business attribute, spent ringing at the agent's DN, where the consultation was associated with an inbound interaction and the agent was the recipient of the consult request.

**Column TOTAL\_RCV\_CONS\_TALK\_DURATION**

The total amount of time, in seconds, that the agent spent talking to other agents on consult interactions, assigned this business attribute, that were distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction. This time excludes time spent on hold.

**Column TOTAL\_RCV\_CONS\_TALK\_COUNT**

The total number of times that the agent received and answered a consult request distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction assigned this business attribute.

**Column TOTAL\_RCV\_CONS\_HOLD\_DURATION**

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, were placed on hold by the agent, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

**Column TOTAL\_RCV\_CONS\_HOLD\_COUNT**

The total number of times the agent placed consult interactions, distributed from the ACD or virtual queue, on hold, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

**Column TOTAL\_RCV\_CONS\_ACW\_DURATION**

The total amount of time, in seconds, that the agent spent in ACW state for consult interactions distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

**Column TOTAL\_RCV\_CONS\_ACW\_COUNT**

The total number of times that the agent entered ACW state pertaining to consult interactions, assigned this business attribute, distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction and the agent was the recipient of the consult request.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                | Comment   |
|---------------------|---|
| Aggr2_Inb_V_Agent_Q | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions. |

**Table AG2\_INB\_V\_IXN\_AGENT\_GRP\_HOUR**

This aggregate table provides an agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes two sets of measures regarding interactions that are assigned a business attribute and distributed to members of agent groups; namely, measures for pure inbound interactions and measures for received consult interactions, where the consultations are associated with inbound interactions.

Counts and durations are attributed to the interval in which the agent group member was offered the interaction. For consultations, counts and durations are attributed to the interval in which the group member, who received the request for consultation, was offered the interaction. Group membership is determined at the moment the agent is offered the interaction. Counts and durations are included in all agent groups to which the agent belongs.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, GROUP\_, and INTERACTION\_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_IXN\_AGENT\_GRP\_DAY and AG2\_INB\_V\_IXN\_AGENT\_GRP\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

**Column List**

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY       | NUMBER(10) | X | X | X |    |
| TENANT_KEY                     | NUMBER(10) | X | X | X |    |
| GROUP_KEY                      | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY     | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_RING_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION             | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT                | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_TALK_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_RONA_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_RING_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_CONF_INITIATED_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_CONF_RECEIVED_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_TRANSFER_INITIATED_COUNT | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10) |   | X |   |    |
| BATCH_ID                       | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   | 0  |



**Column STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agents in the group belong.

**Column GROUP\_KEY**

The surrogate key used to join this table to the GROUP\_ dimension to identify the specific group to which the agent belonged when the agent was offered the interaction.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attribute assigned to the interaction.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group.

**Column TOTAL\_RING\_DURATION**

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, rang at agents DNs, where the agents were a member of this agent group.

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that agents, belonging to this agent group, spent talking to customers on inbound interactions, assigned this business attribute, that the agents received.

**Column TOTAL\_TALK\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, that agents, belonging to this agent group, had inbound interactions, assigned this business attribute, on hold.

**Column TOTAL\_HOLD\_COUNT**

The total number of times that agents, belonging to this agent group, placed inbound interactions, assigned this business attribute, on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, for which agents, belonging to this agent group, were in ACW state pertaining to inbound interactions, assigned this business attribute, that the agents received.

**Column TOTAL\_ACW\_COUNT**

The total number of times that agents, belonging to this agent group, entered ACW state pertaining to inbound interactions, assigned this business attribute, that the agents received.

**Column TOTAL\_SHORT\_TALK\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group, and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were abandoned while ringing at DN's belonging to agents from this agent group.

**Column TOTAL\_RONA\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, rang at DN's belonging to agents from this agent group, were not answered, and were subsequently redirected to another resource.

**Column TOTAL\_RCV\_CONS\_RING\_DURATION**

The total amount of time, in seconds, that consult interactions spent ringing at DN's belonging to agents from this agent group, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_TALK\_DURATION**

The total amount of time, in seconds, that agents belonging to this agent group spent talking to other agents on consult interactions assigned this business attribute, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests. This time excludes time spent on hold.

**Column TOTAL\_RCV\_CONS\_TALK\_COUNT**

The total number of times that agents, belonging to this agent group, received and answered consult interactions, where the consultations were associated with inbound interactions that were assigned this business attribute.

**Column TOTAL\_RCV\_CONS\_HOLD\_DURATION**

The total amount of time, in seconds, that consult interactions were placed on hold by agents belonging to this agent group, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_HOLD\_COUNT**

The total number of times agents, belonging to this agent group, placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_DURATION**

The total amount of time, in seconds, that agents, belonging to this agent group, spent in ACW state pertaining to consult interactions the agents received, where the consultations were associated with inbound interactions and the group members were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_COUNT**

The total number of times that agents, belonging to this agent group, entered ACW state pertaining to consult interactions the agents received, where the consultations were associated with inbound interactions.

**Column TOTAL\_CONF\_INITIATED\_COUNT**

The total number of times that agents, belonging to this agent group, initiated conferences for the inbound interactions, assigned this business attribute, that the agents received.

**Column TOTAL\_CONF\_RECEIVED\_COUNT**

The total number of times that agents, belonging to this agent group, joined conferences to participate in inbound interactions assigned this business attribute.

**Column TOTAL\_TRANSFER\_INITIATED\_COUNT**

The total number of times that agents, belonging to this agent group, transferred inbound interactions assigned this business attribute.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                      | Comment   |
|---------------------------|---|
| Aggr2_Inb_V_Ixn_Agent_Grp | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |

**Table AG2\_INB\_V\_IXN\_AGENT\_HOUR**

This aggregate table provides a rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes two sets of measures regarding interactions that are assigned business attributes and distributed to agents; namely, measures for pure inbound interactions and measures for received consult interactions, where the consultation is associated with an inbound interaction.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent receiving the consult request was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, RESOURCE\_GROUP\_COMBINATION, and INTERACTION\_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_IXN\_AGENT\_DAY and AG2\_INB\_V\_IXN\_AGENT\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

**Column List**

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY       | NUMBER(10) | X | X | X |    |
| TENANT_KEY                     | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY          | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY     | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_RING_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION             | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT                | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_TALK_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_RONA_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_RING_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_CONF_INITIATED_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_CONF_RECEIVED_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_TRANSFER_INITIATED_COUNT | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10) |   | X |   |    |
| BATCH_ID                       | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   | 0  |

**Column STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent.

**Column GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to the RESOURCE\_GROUP\_COMBINATION dimension to identify a specific combination of agent groups to which the agent was a member when the agent was offered the interaction.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by the agent.

**Column TOTAL\_RING\_DURATION**

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, rang at the agent's DN.

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that the agent spent talking to customers on inbound interactions, assigned this business attribute, that the agent received.

**Column TOTAL\_TALK\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by the agent.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, that the agent had inbound interactions, assigned this business attribute, on hold.

**Column TOTAL\_HOLD\_COUNT**

The total number of times that the agent placed inbound interactions, assigned this business attribute, on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, that the agent was in ACW state for inbound interactions, assigned this business attribute, that the agent received.

**Column TOTAL\_ACW\_COUNT**

The total number of times the agent entered ACW state for inbound interactions, assigned this business attribute, that the agent received.

**Column TOTAL\_SHORT\_TALK\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered by an agent and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were abandoned while ringing at a DN belonging to the agent.

**Column TOTAL\_RONA\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, rang at a DN belonging to the agent, were not answered by that agent, and were subsequently redirected to another resource.

**Column TOTAL\_RCV\_CONS\_RING\_DURATION**

The total amount of time, in seconds, that consult interactions spent ringing at the agent's DN, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_TALK\_DURATION**

The total amount of time, in seconds, that the agent spent talking to other agents on consult interactions assigned this business attribute, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests. This time excludes time spent on hold.

**Column TOTAL\_RCV\_CONS\_TALK\_COUNT**

The total number of times that the agent received and answered consult interactions, where the consultations were associated with inbound interactions assigned this business attribute.

**Column TOTAL\_RCV\_CONS\_HOLD\_DURATION**

The total amount of time, in seconds, that consult interactions were placed on hold by the agent, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_HOLD\_COUNT**

The total number of times the agent placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_DURATION**

The total amount of time, in seconds, that the agent spent in ACW state pertaining to consult interactions the agent received where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_COUNT**

The total number of times that the agent entered ACW state pertaining to consult interactions the agent received, where the consultations were associated with inbound interactions.

**Column TOTAL\_CONF\_INITIATED\_COUNT**

The total number of times that the agent initiated conferences for the inbound interactions that the agent received.

**Column TOTAL\_CONF\_RECEIVED\_COUNT**

The total number of times that the agent joined conferences to participate in inbound interactions assigned this business attribute.

**Column TOTAL\_TRANSFER\_INITIATED\_COUNT**

The total number of times that the agent transferred inbound interactions assigned this business attribute.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.



**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                  | Comment  |
|-----------------------|--|
| Aggr2_Inb_V_Ixn_Agent | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |

**Table AG2\_INB\_V\_IXN\_ID\_HOUR**

This aggregate table provides a rollup of resource interaction-handling activities for inbound voice interactions that are assigned a specific business attribute, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes three sets of measures regarding interactions that are assigned a business attribute; namely, measures for:

- inbound interactions that are queued
- pure inbound interactions that are distributed to handling resources and
- received consult interactions that are distributed to handling resources, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Resources include:

- Handling resources (such as self service IVR ports, agents, or non-agent-associated DNs) and

- Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, Routing Points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.

Records in this table exclude interactions that are routed to and answered by an unmonitored resource and include interactions that are directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, and INTERACTION\_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_I\_XN\_ID\_DAY and AG2\_INB\_V\_I\_XN\_ID\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY      | NUMBER(10) | X | X | X |    |
| TENANT_KEY                    | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY    | NUMBER(10) | X | X | X |    |
| TOTAL_ENTERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ENTERED_OBJ_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_ABANDONED_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_BY_AGENT_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWER_WAIT_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDON_WAIT_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_S_ABANDON_WAIT_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT               | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_RING_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_DURATION  | NUMBER(10) |   | X |   |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| TOTAL_RCV_CONS_HOLD_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_TRANSFER_INITIATED_COUNT | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_ANSWER             | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_ABANDON            | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_WITHIN_COUNT    | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10) |   | X |   |    |
| BATCH_ID                       | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval of the aggregated interval.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify the specific tenant to which the resource belongs.

#### Column INTERACTION\_DESCRIPTOR\_KEY

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attributes assigned to the interaction.

#### Column TOTAL\_ENTERED\_COUNT

The total number of inbound interactions, assigned this business attribute, that entered the contact center. This will include abandoned interactions.

#### Column TOTAL\_ENTERED\_OBJ\_COUNT

The total number of inbound interactions, assigned this business attribute, that had a Baseline Service Objective > 0 and entered the contact center. This will include abandoned interactions.

#### Column TOTAL\_ABANDONED\_COUNT

The total number of inbound interactions, assigned this business attribute, were abandoned by the customer while waiting for the first handling resource. The count includes short abandoned interactions.

**Column TOTAL\_SHORT\_ABANDONED\_COUNT**

The total number of inbound interactions, assigned this business attribute, were abandoned by the customer inside a specified threshold (defined by the short-abandon-threshold configuration option) while waiting for the first handling resource.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of inbound interactions, assigned this business attribute, were accepted or answered by a resource.

**Column TOTAL\_ANSWERED\_BY\_AGENT\_COUNT**

The total number of inbound interactions, assigned this business attribute, were answered by an agent.

**Column TOTAL\_ANSWER\_WAIT\_DURATION**

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, were queued and/or ringing at a target's DN before the interactions were answered. Duration starts when an inbound interaction of this business attribute enters the contact center and ends when the interaction is answered by the first handling resource.

**Column TOTAL\_ABANDON\_WAIT\_DURATION**

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, waited in queue or were ringing at a target's DN before the interactions were abandoned. This time includes the durations of interactions that were abandoned inside the short-abandon threshold.

**Column TOTAL\_S\_ABANDON\_WAIT\_DURATION**

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, waited in queue or were ringing at a target's DNs before the interactions were abandoned inside the short-abandoned threshold (configured using the short-abandon-threshold option).

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that resources spent communicating with customers on inbound interactions received and assigned this business attribute.

**Column TOTAL\_TALK\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were answered or accepted.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, for which inbound interactions, assigned this business attribute, were placed on hold.

**Column TOTAL\_HOLD\_COUNT**

The total number of times that inbound interactions, assigned this business attribute, were placed on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, that resources entered ACW state pertaining to inbound interactions received and assigned this business attribute.

**Column TOTAL\_ACW\_COUNT**

The total number of times that resources entered ACW state pertaining to inbound interactions received and assigned this business attribute.

**Column TOTAL\_RCV\_CONS\_RING\_DURATION**

The total amount of time, in seconds, that consult interactions spent ringing at targets' DNs, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_TALK\_DURATION**

The total amount of time, in seconds, that resources spent talking to other contact center resources on consult interactions assigned business attributes, where the consultations were associated with inbound interactions and the resources were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_TALK\_COUNT**

The total number of times that resources received consult interactions, where the consultations were associated with inbound interactions that were assigned business attributes.

**Column TOTAL\_RCV\_CONS\_HOLD\_DURATION**

The total amount of time, in seconds, that consult interactions were placed on hold by resources, where consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_HOLD\_COUNT**

The total number of times that resources placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_DURATION**

The total amount of time, in seconds, that resources spent in ACW state pertaining to consult interactions that resources received, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_COUNT**

The total number of times that resources entered ACW state pertaining to consult interactions the resources received, where the consultations were associated with inbound interactions.

**Column TOTAL\_TRANSFER\_INITIATED\_COUNT**

The total number of times that resources transferred inbound interactions, assigned this business attribute.

**Column MAX\_TIME\_TO\_ANSWER**

The longest amount of time, in seconds, that inbound interactions, assigned this business attribute, spent **queued before the interactions** were answered by the first handling agent. The duration starts when the interaction enters the contact center and ends when the interaction is answered; thereby including ring time and excluding inbound interactions that are queued for consultation.

**Column MAX\_TIME\_TO\_ABANDON**

The maximum amount of time, in seconds, that inbound interactions, assigned this business attribute, spent queued and/or ringing at the target's DN before the interactions were abandoned by the customer.

**Column TOTAL\_ANSWERED\_WITHIN\_COUNT**

The total number of inbound interactions, assigned this business attribute, that were answered within the service threshold configured by the service-related key-value pairs in the attached userdata mapping.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Subject Areas

| Code                    | Comment   |
|-------------------------|---|
| Aggr2_Inb_V_Ixn_IxnDscr | Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center. |

## Table AG2\_INB\_V\_I\_IXN\_AGENT\_HOUR

This aggregate table provides an agent rollup of the handling of inbound voice interactions. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT (IRF) and IXN\_RESOURCE\_STATE\_FACT tables.

This table includes two sets of measures regarding interactions that are distributed to agents; namely, measures for pure inbound interactions and measures for consult interactions, where the consultation is associated with an inbound interaction.

This table is an interval-based table which means that counts and durations are confined to the interval in which the activity occurred--whether the agent entered a particular state, exited the state, or was in the state for the entire duration of the interval. For consultations, counts and durations are applied to the agent receiving the consult request.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_I\_IXN\_AGENT\_SUBHR and AG2\_INB\_V\_I\_IXN\_AGENT\_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

## Column List

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY | NUMBER(10) | X | X | X |    |
| TENANT_KEY               | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY             | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY    | NUMBER(10) | X | X | X |    |
| TOTAL_INTERACTION_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT         | NUMBER(10) |   | X |   |    |

| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| TOTAL_ACW_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_ALERT_DURATION         | NUMBER(10) |   | X |   |    |
| TOTAL_DIALING_DURATION       | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_RING_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_TALK_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_HOLD_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_RCV_CONS_ACW_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_LOGIN_SESSION_DURATION | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT             | NUMBER(10) |   | X |   |    |
| BATCH_ID                     | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY             | NUMBER(10) |   |   |   |    |
| UPDATE_AUDIT_KEY             | NUMBER(10) |   |   |   |    |
| GMT_ROW_CREATED_TIME         | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME         | DATE       |   |   |   |    |
| PURGE_FLAG                   | NUMBER(1)  |   |   |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

#### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent.

#### Column GROUP\_COMBINATION\_KEY

The surrogate key used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the agent was a member when the agent received the interaction.



**Column TOTAL\_INTERACTION\_COUNT**

The total number of interactions that were assigned to the agent during the interval.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that inbound interactions were answered by the agent during the interval.

**Column TOTAL\_HOLD\_COUNT**

The total number of times within the interval that the agent placed inbound interactions on hold.

**Column TOTAL\_ACW\_COUNT**

The total number of times within the interval that the agent was in ACW state for inbound interactions that the agent received.

**Column TOTAL\_ALERT\_DURATION**

The total amount of time, in seconds, within the interval that inbound interactions alerted at the agent's DN.

**Column TOTAL\_DIALING\_DURATION**

Reserved for future use.

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent talking to customers on inbound interactions that the agent received.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, within the interval that the agent had inbound interactions on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, within the interval that the agent was in ACW state for inbound interactions that the agent received.

**Column TOTAL\_RCV\_CONS\_RING\_DURATION**

The total amount of time, in seconds, within the interval that consult interactions spent ringing at the agent's DN, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_TALK\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent talking to other agents on consult interactions where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests. This excludes time spent on hold.

**Column TOTAL\_RCV\_CONS\_TALK\_COUNT**

The total number of times within the interval that the agent received and answered consult interactions, where the consultations were associated with inbound interactions.

**Column TOTAL\_RCV\_CONS\_HOLD\_DURATION**

The total amount of time, in seconds, within the interval that consult interactions were placed on hold by the agent, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_HOLD\_COUNT**

The total number of times within the interval the agent placed consult interactions on hold, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent in ACW state pertaining to consult interactions the agent received where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

**Column TOTAL\_RCV\_CONS\_ACW\_COUNT**

The total number of times within the interval that the agent was in ACW state pertaining to consult interactions the agent received, where the consultations were associated with inbound interactions.

**Column TOTAL\_LOGIN\_SESSION\_DURATION**

The total amount of time, in seconds, of the agent's voice login session that is attributable to the interval. When the agent logs into multiple voice switches, multiple DNs, and/or multiple queues, this metric is measured from the moment the agent logs in to the first voice switch/DN/queue (if this login falls within the interval) to the moment he/she is no longer logged in to any voice switch/DN/queue (if logout falls within the interval).

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                    | Comment   |
|-------------------------|---|
| Aggr2_Inb_V_I_Ixn_Agent | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions. |

**Table AG2\_INB\_V\_I\_SESS\_STATE\_HOUR**

This aggregate table provides a rollup of agent session states on voice devices. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT, SM\_RES\_STATE\_FACT, and SM\_RES\_SESSION\_FACT tables.

This table is an interval-based table which means that counts and durations are confined to the interval in which the agent states occurred--whether the agent entered a particular state, exited the state, or was in the state for the entire duration of the interval. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and ACW states are directly dependent on the configuration of the underlying Interaction Concentrator application supplying data to Genesys Info Mart.

The same columns and column descriptions apply for the AG2\_INB\_V\_I\_SESS\_STATE\_SUBHR and AG2\_INB\_V\_I\_SESS\_STATE\_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

**Column List**

| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY     | NUMBER(10) | X | X | X |    |
| TENANT_KEY                   | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY                 | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY        | NUMBER(10) | X | X | X |    |
| TOTAL_LOGIN_SESSION_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_LOGGED_IN_DURATION     | NUMBER(10) |   | X |   |    |
| TOTAL_READY_COUNT            | NUMBER(10) |   | X |   |    |
| TOTAL_READY_DURATION         | NUMBER(10) |   | X |   |    |
| TOTAL_NOT_READY_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_NOT_READY_DURATION     | NUMBER(10) |   | X |   |    |
| TOTAL_BUSY_COUNT             | NUMBER(10) |   | X |   |    |
| TOTAL_BUSY_DURATION          | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_INCALL_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_INCALL_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_OUTCALL_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_OUTCALL_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_NR_INCALL_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_NR_INCALL_DURATION     | NUMBER(10) |   | X |   |    |
| TOTAL_NR_OUTCALL_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_NR_OUTCALL_DURATION    | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT             | NUMBER(10) |   | X |   |    |
| BATCH_ID                     | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY             | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY             | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME         | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME         | DATE       |   |   |   |    |
| PURGE_FLAG                   | NUMBER(1)  |   |   |   | 0  |

**Column STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

**Column TENANT\_KEY**

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension to which the agent belongs.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify to a specific agent associated with the resource state.

**Column GROUP\_COMBINATION\_KEY**

The surrogate key used to join this table to a specific combination of agent groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the combination of groups to which the agent was a member of when the state began.

**Column TOTAL\_LOGIN\_SESSION\_DURATION**

The total duration, in seconds, during this interval between the beginning and end of the login session. When an agent logs into multiple switches, multiple DNs, and/or multiple queues, this metric is measured from the moment agent logs in to the first switch/DN/queue to the moment he/she is no longer logged in to any switch/DN/queue.

**Column TOTAL\_LOGGED\_IN\_DURATION**

The total duration, in seconds, within the interval that the agent was neither Ready nor Not Ready after login. The situation where an agent is neither Ready nor Not Ready usually occurs upon first login if the switch, for instance, does not force agents into a Ready state upon login.

**Column TOTAL\_READY\_COUNT**

The total number of times **within the interval that** the agent was in READY state.

**Column TOTAL\_READY\_DURATION**

The total amount of time, in seconds, within the interval that the agent was in READY state.

**Column TOTAL\_NOT\_READY\_COUNT**

The total number of times, within the interval that the agent was in NOTREADY state.

**Column TOTAL\_NOT\_READY\_DURATION**

The total amount of time, in seconds, within the interval that the agent was in NOTREADY state.

**Column TOTAL\_BUSY\_COUNT**

The total number of times within the interval that the agent was in BUSY state.

**Column TOTAL\_BUSY\_DURATION**

The total amount of time, in seconds, within the interval that the agent was in BUSY state.

**Column TOTAL\_ACW\_COUNT**

The total number of times within the interval that the agent was in AFTERCALLWORK state.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, within the interval that the agent was in AFTERCALLWORK state.

**Column TOTAL\_ACW\_INCALL\_COUNT**

The total number of times within the interval that the agent was on inbound or internal interactions while in an AFTERCALLWORK state.

**Column TOTAL\_ACW\_INCALL\_DURATION**

The total amount of time, in seconds, within the interval, spent by the agent handling inbound or internal interactions that were answered while the agent was in an AFTERCALLWORK state. Handling duration includes ring time, talk time, and hold time.

**Column TOTAL\_ACW\_OUTCALL\_COUNT**

The total number of times, within the interval, that the agent was handling outbound or internal interactions that the agent initiated while in an AFTERCALLWORK state.

**Column TOTAL\_ACW\_OUTCALL\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent handling outbound or internal interactions which the agent initiated while in an AFTERCALLWORK state. Handling duration includes dial time, talk time, and hold time.

**Column TOTAL\_NR\_INCALL\_COUNT**

The total number of times within the interval that the agent was handling inbound or internal interactions that were answered while the agent was in a NOTREADY state.

**Column TOTAL\_NR\_INCALL\_DURATION**

The total amount of time, in seconds, within the interval spent by the agent handling inbound or internal interactions that were answered while the agent was in a NOTREADY state. Handling duration includes ring time, talk time, and hold time.

**Column TOTAL\_NR\_OUTCALL\_COUNT**

The total number of times, within the interval, that the agent initiated outbound or internal interactions while in a NOTREADY state.

**Column TOTAL\_NR\_OUTCALL\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent handling outbound or internal interactions which the agent initiated while in a NOTREADY state. Handling duration includes dial time, talk time, and hold time.

Column SOURCE\_ROW\_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH\_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

Column UPDATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval. |

Table AG2\_INB\_V\_I\_STATE\_RSN\_HOUR

This aggregate table provides a rollup of hardware- and software-related reasons for agent states on voice devices. Rollups are derived primarily from the SM\_RES\_STATE\_REASON\_FACT and SM\_RES\_STATE\_FACT tables.

This table is an interval-based table which means that counts and durations are confined to the interval in which reasons occur--whether the agent entered a particular state reason, exited the state reason, or was in the state reason for the entire duration of the interval. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, RESOURCE\_STATE, RESOURCE\_STATE\_REASON, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_I\_STATE\_RSN\_SUBHR and AG2\_INB\_V\_I\_STATE\_RSN\_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

## Column List

| Code                      | Data Type  | P | M | F | DV |
|---------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY  | NUMBER(10) | X | X | X |    |
| TENANT_KEY                | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY              | NUMBER(10) | X | X | X |    |
| RESOURCE_STATE_KEY        | NUMBER(10) | X | X | X |    |
| RESOURCE_STATE_REASON_KEY | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY     | NUMBER(10) | X | X | X |    |
| TOTAL_STATE_RSN_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_STATE_RSN_DURATION  | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT          | NUMBER(10) |   | X |   |    |
| BATCH_ID                  | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY          | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY          | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME      | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE       |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)  |   | X |   | 0  |

### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify the tenant to which the agent belongs.

### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent.

### Column RESOURCE\_STATE\_KEY

The surrogate key used to join this table to the RESOURCE\_STATE dimension to identify the resource state associated with this reason.



**Column RESOURCE\_STATE\_REASON\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE\_REASON dimension to identify the specific reason why the resource was in the state indicated by the RESOURCE\_STATE\_KEY field.

**Column GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to a specific combination of agent groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the combination of groups to which the agent was a member of at the onset of the state reason.

**Column TOTAL\_STATE\_RSN\_COUNT**

The total number of times within the interval that the agent was in this state and for the reason indicated for the date and time indicated.

**Column TOTAL\_STATE\_RSN\_DURATION**

The total amount of time, in seconds, within the interval that the agent spent in the state and with the reason indicated by this record. For certain states (Not Ready or ACW, for instance) and if configured so (in the underlying ICON application), the duration does not cease if the agent received or placed a call while his/her DN was in that state-and-reason combination.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Subject Areas

| Code                          | Comment  |
|-------------------------------|--|
| Aggr2_Inb_V_I_Ag_State_Reason | Hourly rollup of reasons for agent voice-related states, confined to the interval. |

## Table AG2\_INB\_V\_QUEUE\_ABN\_HOUR

This aggregate table provides a rollup of inbound voice interactions that were abandoned in an ACD or virtual queue. The aggregate shows the distribution of interactions by their time-to-abandon. Aggregation is performed along the TENANT, DATE\_TIME, TIME\_RANGE, RESOURCE\_ (the ACD or virtual queue), and RESOURCE\_GROUP\_COMBINATION (the groups to which the ACD or virtual queue belong when the interaction entered the ACD or virtual queue) dimensions. The combination of keys to these dimensions (excepting the TIME\_RANGE dimension) uniquely identifies records in this table.

Each time an interaction is abandoned, it is placed into one of the time range buckets defined in this table according to duration recorded in the MEDIATION\_SEGMENT\_FACT table. Duration starts when an interaction enters the ACD or virtual queue and ends when the customer line is dropped while queued. The counts are attributed to the interval in which the interaction entered the ACD or virtual queue.

For the TOTAL\_ABANDONED\_RANGE#\_COUNT fields, a count is tallied to the ACD or virtual queue only if the interaction is abandoned directly from the ACD or virtual queue and is not diverted to another ACD or virtual queue prior to abandonment. This means that some abandoned calls are not attributed to any ACD or virtual queue if the call, for instance, is diverted to a routing point or virtual routing point from an ACD or virtual queue prior to being abandoned. Because this is a queue-based table, interactions that abandon after being direct routed from a switch are also not reflected in this table. If the interaction enters through the ACD or virtual queue more than once prior to abandonment, the count reflects only the last entrance.

The same columns and column descriptions apply for the AG2\_INB\_V\_QUEUE\_ABN\_DAY and AG2\_INB\_V\_QUEUE\_ABN\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY | NUMBER(10) | X | X | X |    |
| TENANT_KEY               | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY             | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY    | NUMBER(10) | X | X | X |    |
| TIME_RANGE_KEY           | NUMBER(10) | X | X | X |    |
| TOTAL_ABANDONED_COUNT    | NUMBER(10) |   | X |   |    |

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| TOTAL_ABANDONED_RANGE1_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE2_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE3_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE4_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE5_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE6_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE7_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE8_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE9_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE10_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE11_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE12_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE13_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE14_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE15_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE16_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE17_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE18_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE19_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RANGE20_COUNT | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |
| PURGE_FLAG                    | NUMBER(1)  |   | X |   | 0  |

### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify the tenant to which the ACD or virtual queue belonged.

### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific ACD or virtual queue.

### Column GROUP\_COMBINATION\_KEY

The surrogate key used to join records in this table to a specific combination of queue groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

### Column TIME\_RANGE\_KEY

The surrogate key used to join this table to the TIME\_RANGE dimension. This dimension shows how the time ranges were configured when aggregation was performed.

### Column TOTAL\_ABANDONED\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from the queue or virtual queue (for example, abandoned-while-ringing interactions).

### Column TOTAL\_ABANDONED\_RANGE1\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue within the first abandon threshold (configured with the abandon-duration-range-01-thold option). If the first abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval.

### Column TOTAL\_ABANDONED\_RANGE2\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the first and second abandon thresholds (configured with the abandon-duration-range-01-thold and abandon-duration-range-02-thold options). If the second abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the first abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE3\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the second and third abandon thresholds (configured with the abandon-duration-range-02-thold and abandon-duration-range-03-thold options). If the third abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the second abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE4\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the third and fourth abandon thresholds (configured with the abandon-duration-range-03-thold and abandon-duration-range-04-thold options). If the fourth

abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the third abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE5\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fourth and fifth abandon thresholds (configured with the abandon-duration-range-04-thold and abandon-duration-range-05-thold options). If the fifth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fourth abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE6\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fifth and sixth abandon thresholds (configured with the abandon-duration-range-05-thold and abandon-duration-range-06-thold options). If the sixth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fifth abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE7\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the sixth and seventh abandon thresholds (configured with the abandon-duration-range-06-thold and abandon-duration-range-07-thold options). If the seventh abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the sixth abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE8\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the seventh and eighth abandon thresholds (configured with the abandon-duration-range-07-thold and abandon-duration-range-08-thold options). If the eighth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the seventh abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE9\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eighth and ninth abandon thresholds (configured with the abandon-duration-range-08-thold and abandon-duration-range-09-thold options). If the ninth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this metric returns 0.

#### Column TOTAL\_ABANDONED\_RANGE10\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the ninth and tenth abandon thresholds (configured with the abandon-duration-range-09-thold and abandon-duration-range-10-thold options). If the tenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the ninth abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE11\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the tenth and eleventh abandon thresholds (configured with the abandon-duration-range-10-thold and abandon-duration-range-11-thold options). If the eleventh abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the tenth abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE12\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eleventh and twelfth abandon thresholds (configured with the abandon-duration-range-11-thold and abandon-duration-range-12-thold options). If the twelfth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eleventh abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE13\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the twelfth and thirteenth abandon thresholds (configured with the abandon-duration-range-12-thold and abandon-duration-range-13-thold options). If the thirteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the twelfth abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE14\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the thirteenth and fourteenth abandon thresholds (configured with the abandon-duration-range-13-thold and abandon-duration-range-14-thold options). If the fourteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the thirteenth abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE15\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fourteenth and fifteenth abandon thresholds (configured with the abandon-duration-range-14-thold and abandon-duration-range-15-thold options). If the fifteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fourteenth abandon threshold is not configured, this metric returns 0.

### Column TOTAL\_ABANDONED\_RANGE16\_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fifteenth and sixteenth abandon thresholds (configured with the abandon-duration-range-15-thold and abandon-duration-range-16-thold options). If the sixteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fifteenth abandon threshold is not configured, this metric returns 0.

**Column TOTAL\_ABANDONED\_RANGE17\_COUNT**

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the sixteenth and seventeenth abandon thresholds (configured with the abandon-duration-range-16-thold and abandon-duration-range-17-thold options). If the seventeenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the sixteenth abandon threshold is not configured, this metric returns 0.

**Column TOTAL\_ABANDONED\_RANGE18\_COUNT**

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the seventeenth and eighteenth abandon thresholds (configured with the abandon-duration-range-17-thold and abandon-duration-range-18-thold options). If the eighteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the seventeenth abandon threshold is not configured, this metric returns 0.

**Column TOTAL\_ABANDONED\_RANGE19\_COUNT**

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eighteenth and nineteenth abandon thresholds (configured with the abandon-duration-range-18-thold and abandon-duration-range-19-thold options). If the nineteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eighteenth abandon threshold is not configured, this metric returns 0.

**Column TOTAL\_ABANDONED\_RANGE20\_COUNT**

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the nineteenth and twentieth abandon thresholds (configured with the abandon-duration-range-19-thold and abandon-duration-range-20-thold options). If the twentieth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the nineteenth abandon threshold is not configured, this metric returns 0.

**Column SOURCE\_ROW\_COUNT**

The total number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code              | Comment   |
|-------------------|---|
| Aggr2_Inb_V_Q_Abn | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN. |

**Table AG2\_INB\_V\_QUEUE\_ANS\_HOUR**

This aggregate table provides a rollup of inbound voice interactions that were distributed from an ACD or virtual queue and answered by an agent. The aggregate shows the distribution of interactions by their time-to-answer. Aggregation is performed along the TENANT, DATE\_TIME, TIME\_RANGE, RESOURCE\_ (the ACD or virtual queue), and RESOURCE\_GROUP\_COMBINATION (the groups to which the ACD or virtual queue belong when the interaction entered the ACD or virtual queue) dimensions. The combination of keys to these dimensions (excepting the TIME\_RANGE dimension) uniquely identifies records in this table.

Each time an interaction is answered, it is placed into one of the time range buckets defined in this table according to the duration recorded in the MEDIATION\_SEGMENT\_FACT table. Durations in this table represent the sum of:

- Mediation duration from MEDIATION\_SEGMENT\_FACT and
- Ringing duration from VOICE\_RES\_FACT\_EXT.

Counts and durations are attributed to the interval in which the interaction entered the ACD or virtual queue.

For the TOTAL\_ANSWERED\_RANGE#\_COUNT fields, a count is tallied to the ACD or virtual queue only if the interaction is directly routed and answered from this ACD or virtual queue and is not diverted to another ACD or virtual queue prior to answering. Because this is a queue-based table, interactions that are answered after being directly routed from a switch are also not reflected in the count. If the interaction enters the ACD or virtual queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply for the AG2\_INB\_V\_QUEUE\_ANS\_DAY and AG2\_INB\_V\_QUEUE\_ANS\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.



- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY      | NUMBER(10) | X | X | X |    |
| TENANT_KEY                    | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY                  | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY         | NUMBER(10) | X | X | X |    |
| TIME_RANGE_KEY                | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_BY_AGENT_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE1_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE2_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE3_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE4_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE5_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE6_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE7_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE8_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE9_COUNT   | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE10_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE11_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE12_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE13_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE14_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE15_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE16_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE17_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE18_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE19_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_RANGE20_COUNT  | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |

| Code       | Data Type | P | M | F | DV |
|------------|-----------|---|---|---|----|
| PURGE_FLAG | NUMBER(1) |   | X |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join records in this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the **calendar date and 15-minute interval corresponding to the start of the aggregated interval**.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the ACD or virtual queue belongs.

#### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific ACD or virtual queue.

#### Column GROUP\_COMBINATION\_KEY

The surrogate key used to join records in this table to a specific combination of queue groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

#### Column TIME\_RANGE\_KEY

The surrogate key used to join this table to the TIME\_RANGE dimension. This dimension shows how the time ranges were configured when aggregation was performed.

#### Column TOTAL\_ANSWERED\_BY\_AGENT\_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue resource and were answered by an agent.

#### Column TOTAL\_ANSWERED\_RANGE1\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent within the first service time threshold (configured with the init-resp-duration-range-01-thold option). If the first service threshold is not configured, this metric uses no limit as the upper boundary of the service time interval.

#### Column TOTAL\_ANSWERED\_RANGE2\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the first and second service time thresholds (configured with the init-resp-duration-range-01-thold and init-resp-duration-range-02-thold options). If the second service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the first service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE3\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the second and third service time thresholds (configured with the init-resp-duration-range-02-thold and init-resp-duration-range-03-thold options). If the third service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the second service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE4\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the third and fourth service time thresholds (configured with the init-resp-duration-range-03-thold and init-resp-duration-range-04-thold options). If the fourth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the third service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE5\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fourth and fifth service time thresholds (configured with the init-resp-duration-range-04-thold and init-resp-duration-range-05-thold options). If the fifth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fourth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE6\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fifth and sixth service time thresholds (configured with the init-resp-duration-range-05-thold and init-resp-duration-range-06-thold options). If the sixth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fifth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE7\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the sixth and seventh service time thresholds (configured with the init-resp-duration-range-06-thold and init-resp-duration-range-07-thold options). If the seventh service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the sixth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE8\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the seventh and eighth service time thresholds (configured with the init-resp-duration-range-07-thold and init-resp-duration-range-08-thold options). If the eighth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the seventh service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE9\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eighth and ninth service time thresholds (configured with the init-resp-duration-range-08-thold and init-resp-duration-range-09-thold options). If the ninth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eighth service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE10\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the ninth and tenth service time thresholds (configured with the init-resp-duration-range-09-thold and init-resp-duration-range-10-thold options). If the tenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the ninth service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE11\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the tenth and eleventh service time thresholds (configured with the init-resp-duration-range-10-thold and init-resp-duration-range-11-thold options). If the eleventh service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the tenth service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE12\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eleventh and twelfth service time thresholds (configured with the init-resp-duration-range-11-thold and init-resp-duration-range-12-thold options). If the twelfth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eleventh service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE13\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the twelfth and thirteenth service time thresholds (configured with the init-resp-duration-range-12-thold and init-resp-duration-range-13-thold options). If the thirteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the twelfth service time threshold is not configured, this metric returns 0.

### Column TOTAL\_ANSWERED\_RANGE14\_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the thirteenth and fourteenth service time thresholds (configured with the init-resp-duration-range-13-thold and init-resp-duration-range-14-thold options). If the fourteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the thirteenth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE15\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fourteenth and fifteenth service time thresholds (configured with the init-resp-duration-range-14-thold and init-resp-duration-range-15-thold options). If the fifteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fourteenth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE16\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fifteenth and sixteenth service time thresholds (configured with the init-resp-duration-range-15-thold and init-resp-duration-range-16-thold options). If the sixteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fifteenth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE17\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the sixteenth and seventeenth service time thresholds (configured with the init-resp-duration-range-16-thold and init-resp-duration-range-17-thold options). If the seventeenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the sixteenth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE18\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the seventeenth and eighteenth service time thresholds (configured with the init-resp-duration-range-17-thold and init-resp-duration-range-18-thold options). If the eighteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the seventeenth service time threshold is not configured, this metric returns 0. .

**Column TOTAL\_ANSWERED\_RANGE19\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eighteenth and nineteenth service time thresholds (configured with the init-resp-duration-range-18-thold and init-resp-duration-range-19-thold options). If the nineteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eighteenth service time threshold is not configured, this metric returns 0.

**Column TOTAL\_ANSWERED\_RANGE20\_COUNT**

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the nineteenth and twentieth service time thresholds (configured with the init-resp-duration-range-19-thold and init-resp-duration-range-20-thold options). If the twentieth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the nineteenth service time threshold is not configured, this metric returns 0.

**Column SOURCE\_ROW\_COUNT**

The total number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code              | Comment  |
|-------------------|--|
| Aggr2_Inb_V_Q_Ans | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues. |

**Table AG2\_INB\_V\_QUEUE\_GRP\_HOUR**

This aggregate table provides a rollup of inbound voice interaction activities from the perspective of the queue groups that interactions enter and pass through. Rollups are derived primarily from the MEDIATION\_SEGMENT\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes three sets of measures regarding interactions that enter ACD or virtual queues belonging to queue groups; namely:

- pure inbound interactions that are cleared, diverted, abandoned, or offered to resources
- pure inbound interactions that are distributed to agents
- consult interactions that are distributed to agents, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which interactions entered ACD or virtual queues belonging to the queue group. Group membership is determined at the moment the interaction enters the queue. If the ACD or virtual queue belongs to more than one group, then the measures are attributed to each group that the ACD or virtual queue was a member of when the interactions entered the ACD or virtual queues.

Counts and durations of interactions that are queued for consultation are excluded from all but the TOTAL\_AGENT\_CONS\_RCV\_\* measures.

Aggregation is performed along the TENANT, DATE\_TIME, and GROUP\_ dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_QUEUE\_GRP\_DAY and AG2\_INB\_V\_QUEUE\_GRP\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY       | NUMBER(10) | X | X | X |    |
| TENANT_KEY                     | NUMBER(10) | X | X | X |    |
| GROUP_KEY                      | NUMBER(10) | X | X | X |    |
| TOTAL_ENTERED_COUNT            | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_ABANDONED_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_DISTRIBUTED_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_DIVERTED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_BY_AGENT_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_REDIRECTED_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_ROUTED_OTHER_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_DISTRIB_DURATION | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_DISTRIB_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_DIVERT_DURATION  | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_DIVERT_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_ANSWER_DURATION  | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_ANSWER_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_ABANDON_DURATION | NUMBER(10) |   | X |   |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| MAX_TIME_TO_ABANDON_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_S_ABN_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_THRSHLD_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_AGENT_THRSHLD_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_RING_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_TALK_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_TALK_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_HOLD_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_HOLD_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_ACW_DURATION       | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_ACW_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_RNG_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_TLK_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_TLK_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_HLD_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_HLD_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_ACW_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_ACW_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_XFER_INIT_COUNT    | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10) |   | X |   |    |
| BATCH_ID                       | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   | X |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the queue group belongs.



### Column GROUP\_KEY

The surrogate key used to join this table to the GROUP\_ dimension to identify the specific queue group to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

### Column TOTAL\_ENTERED\_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group. If interaction entered the ACD or virtual queues more than once, each entrance is counted separately.

### Column TOTAL\_ABANDONED\_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to this queue group and were subsequently abandoned by the customer. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from ACD or virtual queues.

### Column TOTAL\_SHORT\_ABANDONED\_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group and were abandoned inside a specific threshold defined by the q-short-abandoned-threshold-voice configuration option.

### Column TOTAL\_DISTRIBUTED\_COUNT

The total number of times that inbound interactions were distributed from ACD or virtual queues belonging to this queue group. Distribution includes interactions that were:

- Distributed to another ACD or virtual queue
- Distributed to an unmonitored resource
- Answered
- Redirected upon no answer or
- Abandoned by the customer while ringing at an agent's DN

This measure excludes distributed consult interactions.

### Column TOTAL\_DIVERTED\_COUNT

The total number of times that inbound interactions were cleared from virtual queues belonging to the queue group. Clearing involves any of the following:

- Distribution from a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that were determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS Clear Targets function.

Clearing excludes:

- Interactions that the customer abandoned while the interactions were still queued.
- Interactions that were distributed from the virtual queue.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by resources (including agents, voice treatment ports, IVR ports, and non-agent associated DNs).

**Column TOTAL\_ANSWERED\_BY\_AGENT\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agent resources.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to this queue group, were abandoned by the customer while the interactions were ringing at the targets' DNs. If interactions enter ACD or virtual queues more than once prior to abandonment, this measure reflects only the last entrance.

**Column TOTAL\_REDIRECTED\_COUNT**

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group, rang at a routing target, and were subsequently redirected upon no answer.

**Column TOTAL\_ROUTED\_OTHER\_COUNT**

The total number of inbound interactions that entered ACD or virtual queues belonging to the queue group and were subsequently routed to either other ACD or virtual queues or to unmonitored resources.

**Column TOTAL\_TIME\_TO\_DISTRIB\_DURATION**

The total amount of time, in seconds, that customers waited before their calls were distributed from the ACD or virtual queue belonging to the queue group. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent's DN.

**Column MAX\_TIME\_TO\_DISTRIB\_DURATION**

The maximum amount of time, in seconds, that a customer waited before their call was distributed from the ACD or virtual queue belonging to the queue group. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent's DN.

**Column TOTAL\_TIME\_TO\_DIVERT\_DURATION**

The total amount of time, in seconds, that customers waited before their calls were cleared from the virtual queue queue belonging to the queue group. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

**Column MAX\_TIME\_TO\_DIVERT\_DURATION**

The maximum amount of time, in seconds, that a customer waited before their call was cleared from the virtual queue belonging to the queue group. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

**Column TOTAL\_TIME\_TO\_ANSWER\_DURATION**

The total amount of time, in seconds, that customers waited before their calls, distributed from ACD or virtual queues belonging to the queue group, were answered by contact center resources. Duration starts when an inbound interaction enters an ACD or virtual queue and ends when the interaction is answered by the target resource. This duration includes ring time.

**Column MAX\_TIME\_TO\_ANSWER\_DURATION**

The longest amount of time, in seconds, that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, spent queued and/or ringing at the targets' DN's before the interactions were answered by the target resource (including agents, voice treatment ports, IVR ports, and non-agent-associated DN's).

**Column TOTAL\_TIME\_TO\_ABANDON\_DURATION**

The total amount of time, in seconds, that customers waited in queue before hanging up. The duration starts from the moment an inbound interaction enters an ACD or virtual queue belonging to this queue group and ends when the customer line is dropped. The measurement includes short and standard abandoned interactions but excludes interactions that were abandoned following distribution from ACD or virtual queues belonging to the queue group.

**Column MAX\_TIME\_TO\_ABANDON\_DURATION**

The longest wait time, in seconds, before inbound interactions were abandoned by customers while the interactions were queued at ACD or virtual queues belonging to the queue group. The duration starts from the moment that an inbound interaction enters an ACD or virtual queue belonging to the queue group and ends when the customer line is dropped. Inbound interactions that were abandoned while queued for consultation are excluded from consideration.

**Column TOTAL\_TIME\_TO\_S\_ABN\_DURATION**

The total amount of time, in seconds, inside the threshold defined by the q-short-abandoned-threshold-voice configuration option that inbound interactions were queued in ACD or virtual queues belonging to the queue group before they were abandoned. The duration starts from the moment an inbound interaction enters an ACD or virtual queue belonging to the queue group and ends when the customer hangs up.

**Column TOTAL\_ANS\_THRSHLD\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered within the threshold defined by the q-answer-threshold-voice configuration option. If the interaction entered the ACD or virtual queues more than once prior to being distributed, this count reflects only the last entrance.

**Column TOTAL\_ANS\_AGENT\_THRSHLD\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agents within the threshold defined by the q-answer-threshold-voice configuration option.

**Column TOTAL\_AGENT\_RING\_DURATION**

The total amount of time, in seconds, that inbound interactions spent ringing at the agents' DNs after having been distributed from ACD or virtual queues belonging to this queue group.

**Column TOTAL\_AGENT\_TALK\_DURATION**

The total amount of time, in seconds, that agents spent talking to customers on inbound interactions distributed from ACD or virtual queues belonging to the queue group.

**Column TOTAL\_AGENT\_TALK\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agents.

**Column TOTAL\_AGENT\_HOLD\_DURATION**

The total amount of time, in seconds, that agents had inbound interactions, distributed from ACD or virtual queues belonging to this queue group, on hold.

**Column TOTAL\_AGENT\_HOLD\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were placed on hold by agents. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

**Column TOTAL\_AGENT\_ACW\_DURATION**

The total amount of time, in seconds, that agents spent performing after call work for inbound interactions distributed directly from ACD or virtual queues belonging to the queue group.

**Column TOTAL\_AGENT\_ACW\_COUNT**

The total number of times that agents entered ACW state upon handling inbound interactions that were distributed from ACD or virtual queues belonging to the queue group.

**Column TOTAL\_AGENT\_CONS\_RCV\_RNG\_DUR**

The total amount of time, in seconds, that consult interactions, distributed from ACD or virtual queues belonging to this queue group, spent ringing at agents' DNs, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_TLK\_DUR**

The total amount of time, in seconds, that agents spent talking to other agents on consult interactions, distributed from ACD or virtual queues belonging to the queue group, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_TLK\_COUNT**

The total number of times that agents received consult interactions, distributed from ACD or virtual queues belonging to the queue group, where the consultations were associated with inbound interactions.

**Column TOTAL\_AGENT\_CONS\_RCV\_HLD\_DUR**

The total amount of time, in seconds, that consult interactions, distributed from ACD or virtual queues belonging to the queue group, were placed on hold by agents, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_HLD\_COUNT**

The total number of times that agents placed consult interactions, distributed from ACD or virtual queues belonging to the queue group, on hold where the consultations were associated with inbound interactions and the agents were the recipients of consult requests. This measure attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent. This metric excludes instances where interactions are placed on hold for initiated consultations.

**Column TOTAL\_AGENT\_CONS\_RCV\_ACW\_DUR**

The total amount of time, in seconds, that agents spent in ACW state pertaining to consult interactions that were distributed from ACD or virtual queues belonging to the queue group. Consultations must be associated with inbound interactions and the agents must be the recipients of the requests for consultation.

**Column TOTAL\_AGENT\_CONS\_RCV\_ACW\_COUNT**

The total number of times that agents entered ACW state pertaining to consult interactions that were distributed from ACD or virtual queues belonging to the queue group and that the agents received, where the consultations were associated with inbound interactions.

**Column TOTAL\_AGENT\_XFER\_INIT\_COUNT**

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were transferred by agents.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                | Comment   |
|---------------------|---|
| Aggr2_Inb_V_Q_Group | Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval. |

**Table AG2\_INB\_V\_QUEUE\_HOUR**

This aggregate table provides a rollup of inbound voice interaction activities from the perspective of the ACD or virtual queues that interactions enter and pass through. Rollups are derived primarily from the MEDIATION\_SEGMENT\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes three sets of measures regarding interactions that enter ACD or virtual queues; namely:

- pure inbound interactions that are cleared, diverted, abandoned, or offered to resources
- pure inbound interactions that are distributed to agents
- consult interactions that are distributed to agents, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which the interaction entered the ACD or virtual queue.

Counts and durations of interactions that are queued for consultation are excluded from all but the TOTAL\_AGENT\_CONS\_RCV\_\* measures.

Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_INB\_V\_QUEUE\_DAY and AG2\_INB\_V\_QUEUE\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY       | NUMBER(10) | X | X | X |    |
| TENANT_KEY                     | NUMBER(10) | X | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY          | NUMBER(10) | X | X | X |    |
| TOTAL_ENTERED_COUNT            | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_ABANDONED_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_DISTRIBUTED_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_DIVERTED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_BY_AGENT_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_REDIRECTED_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_ROUTED_OTHER_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_DISTRIB_DURATION | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_DISTRIB_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_DIVERT_DURATION  | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_DIVERT_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_ANSWER_DURATION  | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_ANSWER_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_ABANDON_DURATION | NUMBER(10) |   | X |   |    |
| MAX_TIME_TO_ABANDON_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_TIME_TO_S_ABN_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_THRSHLD_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_AGENT_THRSHLD_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_RING_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_TALK_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_TALK_COUNT         | NUMBER(10) |   | X |   |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| TOTAL_AGENT_HOLD_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_HOLD_COUNT         | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_ACW_DURATION       | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_ACW_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_RNG_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_TLK_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_TLK_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_HLD_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_HLD_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_ACW_DUR   | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_CONS_RCV_ACW_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_XFER_INIT_COUNT    | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10) |   | X |   |    |
| BATCH_ID                       | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   | 0  |

#### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the ACD or virtual queue belongs.

#### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific ACD or virtual queue.

#### Column GROUP\_COMBINATION\_KEY

The surrogate key used to join this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.



**Column TOTAL\_ENTERED\_COUNT**

The total number of times that inbound interactions entered the ACD or virtual queue. If interactions entered the ACD or virtual queue more than once, each entrance is counted separately.

**Column TOTAL\_ABANDONED\_COUNT**

The total number of times that inbound interactions entered the ACD or virtual queue and were subsequently abandoned by the customer. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from the ACD or virtual queue.

**Column TOTAL\_SHORT\_ABANDONED\_COUNT**

The total number of times that inbound interactions entered the ACD or virtual queue and were abandoned inside a specific threshold defined by the q-short-abandoned-threshold-voice configuration option.

**Column TOTAL\_DISTRIBUTED\_COUNT**

The total number of times that inbound interactions were distributed from the ACD or virtual queue.

Distribution includes interactions that were:

- Distributed to another ACD or virtual queue
- Distributed to an unmonitored resource
- Answered
- Redirected upon no answer or
- Abandoned by the customer while ringing at an agent's DN

This measure excludes distributed consult interactions.

**Column TOTAL\_DIVERTED\_COUNT**

The total number of times that inbound interactions were cleared from the virtual queue. Clearing involves any of the following:

- Distribution from a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that were determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS Clear Targets function.

Clearing excludes:

- Interactions that the customer abandoned while the interactions were still queued.
- Interactions that were distributed from the virtual queue.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by resources (including agents, voice treatment ports, IVR ports, and non-agent associated DNs).

**Column TOTAL\_ANSWERED\_BY\_AGENT\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agent resources.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were abandoned by the customer while the interactions were ringing at the targets' DNs. If interactions enter the ACD or virtual queue more than once prior to abandonment, this measure reflects only the last entrance.

**Column TOTAL\_REDIRECTED\_COUNT**

The total number of times that inbound interactions entered the ACD or virtual queue, rang at a routing target, and were subsequently redirected upon no answer.

**Column TOTAL\_ROUTED\_OTHER\_COUNT**

The total number of times that inbound interactions entered the ACD or virtual queue and were subsequently routed to either other ACD or virtual queues or to unmonitored resources.

**Column TOTAL\_TIME\_TO\_DISTRIB\_DURATION**

The total amount of time, in seconds, that customers waited before their calls were distributed from the ACD or virtual queue. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent's DN.

**Column MAX\_TIME\_TO\_DISTRIB\_DURATION**

The maximum amount of time, in seconds, that a customer waited before their call was distributed from the ACD or virtual queue. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent's DN.

**Column TOTAL\_TIME\_TO\_DIVERT\_DURATION**

The total amount of time, in seconds, that customers waited before their calls were cleared from the virtual queue. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

**Column MAX\_TIME\_TO\_DIVERT\_DURATION**

The maximum amount of time, in seconds, that a customer waited before their call was cleared from the virtual queue. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

**Column TOTAL\_TIME\_TO\_ANSWER\_DURATION**

The total amount of time, in seconds, that customers waited before their calls, distributed from the ACD or virtual queue, were answered by contact center resources. Duration starts when an inbound interaction

enters the ACD or virtual queue and ends when the interaction is answered by the target resource. This duration includes ring time.

#### Column MAX\_TIME\_TO\_ANSWER\_DURATION

The longest amount of time, in seconds, that inbound interactions, distributed from the ACD or virtual queue, spent queued and or ringing at the targets' DNs before the interactions were answered by the target resource (including agents, voice treatment ports, IVR ports, and non-agent-associated DNs).

#### Column TOTAL\_TIME\_TO\_ABANDON\_DURATION

The total amount of time, in seconds, that customers waited in queue before hanging up. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer line is dropped. The measurement includes short and standard abandoned interactions but excludes interactions that were abandoned following distribution from the ACD or virtual queue.

#### Column MAX\_TIME\_TO\_ABANDON\_DURATION

The longest wait time, in seconds, before inbound interactions were abandoned by customers while the interactions were queued at the ACD or virtual queue. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer line is dropped. Inbound interactions that were abandoned while queued for consultation are excluded from consideration.

#### Column TOTAL\_TIME\_TO\_S\_ABN\_DURATION

The total amount of time, in seconds, inside the threshold defined by the q-short-abandoned-threshold-voice configuration option that inbound interactions were queued in the ACD or virtual queue before they were abandoned. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer hangs up.

#### Column TOTAL\_ANS\_THRSHLD\_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered within the threshold defined by the q-answer-threshold-voice configuration option. If the interaction entered the ACD or virtual queue more than once prior to being distributed, this count reflects only the last entrance.

#### Column TOTAL\_ANS\_AGENT\_THRSHLD\_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agents within the threshold defined by the q-answer-threshold-voice configuration option.

#### Column TOTAL\_AGENT\_RING\_DURATION

The total amount of time, in seconds, that inbound interactions spent ringing at the agents' DNs after having been distributed from the ACD or virtual queue.

**Column TOTAL\_AGENT\_TALK\_DURATION**

The total amount of time, in seconds, that agents spent talking to customers on inbound interactions distributed from the ACD or virtual queue.

**Column TOTAL\_AGENT\_TALK\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agents.

**Column TOTAL\_AGENT\_HOLD\_DURATION**

The total amount of time, in seconds, that agents had inbound interactions, distributed from the ACD or virtual queue, on hold.

**Column TOTAL\_AGENT\_HOLD\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were placed on hold by agents. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

**Column TOTAL\_AGENT\_ACW\_DURATION**

The total amount of time, in seconds, that agents spent performing after call work for inbound interactions distributed directly from the ACD or virtual queue.

**Column TOTAL\_AGENT\_ACW\_COUNT**

The total number of times that agents entered ACW state upon handling inbound calls that were distributed from the ACD or virtual queue.

**Column TOTAL\_AGENT\_CONS\_RCV\_RNG\_DUR**

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, spent ringing at agents' DNs, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_TLK\_DUR**

The total amount of time, in seconds, that agents spent talking to other agents on consult interactions, distributed from the ACD or virtual queue, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_TLK\_COUNT**

The total number of times that agents received consult interactions, distributed from the ACD or virtual queue, where the consultations were associated with inbound interactions.

**Column TOTAL\_AGENT\_CONS\_RCV\_HLD\_DUR**

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, were placed on hold by agents, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

**Column TOTAL\_AGENT\_CONS\_RCV\_HLD\_COUNT**

The total number of times that agents placed consult interactions, distributed from the ACD or virtual queue, on hold where the consultations were associated with inbound interactions and the agents were the recipients of consult requests. This measure attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent. This metric excludes instances where interactions are placed on hold for initiated consultations.

**Column TOTAL\_AGENT\_CONS\_RCV\_ACW\_DUR**

The total amount of time, in seconds, that agents spent in ACW state pertaining to consult interactions that were distributed from the ACD or virtual queue. Consultations must be associated with inbound interactions and the agents must be the recipients of the requests for consultation.

**Column TOTAL\_AGENT\_CONS\_RCV\_ACW\_COUNT**

The total number of times that agents entered ACW state pertaining to consult interactions, distributed from the ACD or virtual queue, that the agents received, where the consultations were associated with inbound interactions.

**Column TOTAL\_AGENT\_XFER\_INIT\_COUNT**

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were transferred by agents.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code          | Comment  |
|---------------|--|
| Aggr2_Inb_V_Q | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval. |

**Table AG2\_OUT\_V\_I\_XN\_AGENT\_GRP\_HOUR**

This aggregate table provides an agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes a set of measures regarding interactions that are assigned a business attribute, and initiated by or distributed to members of agent groups; namely, measures for outbound and internal interactions. It does not include measures for initiated or received consult interactions, where the consultations are associated with outbound or internal interactions.

Counts and durations are attributed to the interval in which the agent group member initiated or was offered the interaction.

Interactions occurring at DN's which have no associated agent are excluded from this table as are the interactions initiated or received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, GROUP\_, INTERACTION\_DESCRIPTOR and INTERACTION\_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_OUT\_V\_I\_XN\_AGENT\_GRP\_DAY and AG2\_OUT\_V\_I\_XN\_AGENT\_GRP\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

**Column List**

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY | NUMBER(10) | X | X | X |    |

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| TENANT_KEY                    | NUMBER(10) | X | X | X |    |
| GROUP_KEY                     | NUMBER(10) | X | X | X |    |
| INTERACTION_TYPE_KEY          | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY    | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_RONA_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_RING_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_TALK_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_DIAL_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_DIAL_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT               | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |
| PURGE_FLAG                    | NUMBER(1)  |   |   |   | 0  |

### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent group belongs.

### Column GROUP\_KEY

The surrogate key used to join this table to the GROUP\_ dimension to identify the specific group to which the agent belonged when the agent initiated or was offered the interaction.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join this table to the INTERACTION\_TYPE dimension to identify the interaction type as outbound or internal.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were answered by agents belonging to this agent group.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were abandoned while ringing at DNs belonging to agents from this agent group.

**Column TOTAL\_RONA\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, rang at DNs belonging to agents from this agent group, were not answered, and were subsequently redirected to another resource.

**Column TOTAL\_RING\_DURATION**

The total amount of time, in seconds, that outbound or internal interactions, assigned this business attribute, rang at agents' DNs, where the agents were a member of this agent group.

**Column TOTAL\_SHORT\_TALK\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were initiated or answered by agents belonging to this agent group, and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

**Column TOTAL\_DIAL\_COUNT**

The total number of times that agents belonging to this agent group initiated outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

**Column TOTAL\_DIAL\_DURATION**

The total amount of time, in seconds, that agents belonging to this agent group spent initiating outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.



**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that agents belonging to this agent group spent talking on outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

**Column TOTAL\_TALK\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were established or answered by agents belonging to this agent group

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, that agents belonging to this agent group had outbound or internal interactions, assigned this business attribute, on hold.

**Column TOTAL\_HOLD\_COUNT**

The total number of times that agent belonging to this agent group placed outbound or internal interactions, assigned this business attribute, on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, that agents associated with this agent group were in ACW state for outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

**Column TOTAL\_ACW\_COUNT**

The total number of times agents belonging to this agent group entered ACW state for outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                      | Comment   |
|---------------------------|---|
| Aggr2_Out_V_Ixn_Agent_Grp | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |

**Table AG2\_OUT\_V\_I\_XN\_AGENT\_HOUR**

This aggregate table provides a rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and VOICE\_RES\_FACT\_EXT tables.

This table includes a set of measures regarding interactions that are assigned business attributes and initiated by or distributed to agents; namely, measures for outbound and internal interactions. It does not contain measures for initiated or received consult interactions, where the consultation is associated with an outbound or internal interaction.

Counts and durations are attributed to the interval in which the agent initiated or was offered the interaction.

Interactions occurring at DN's which have no associated agent are excluded from this table as are the interactions initiated or received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, RESOURCE\_GROUP\_COMBINATION, INTERACTION\_DESCRIPTOR and INTERACTION\_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2\_OUT\_V\_I\_XN\_AGENT\_DAY and AG2\_OUT\_V\_I\_XN\_AGENT\_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

**Column List**

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_TIME_KEY | NUMBER(10) | X | X | X |    |
| TENANT_KEY               | NUMBER(10) | X | X | X |    |

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| RESOURCE_KEY                  | NUMBER(10) | X | X | X |    |
| GROUP_COMBINATION_KEY         | NUMBER(10) | X | X | X |    |
| INTERACTION_TYPE_KEY          | NUMBER(10) | X | X | X |    |
| INTERACTION_DESCRIPTOR_KEY    | NUMBER(10) | X | X | X |    |
| TOTAL_ANSWERED_COUNT          | NUMBER(10) |   | X |   |    |
| TOTAL_ABANDONED_RINGING_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_RONA_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_RING_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_SHORT_TALK_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_DIAL_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_DIAL_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION           | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_COUNT              | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_COUNT               | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   |   |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   |   |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |
| PURGE_FLAG                    | NUMBER(1)  |   |   |   | 0  |

### Column STD\_TENANT\_DATE\_TIME\_KEY

The surrogate key used to join this table to the DATE\_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

### Column RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent.

**Column GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to the RESOURCE\_GROUP\_COMBINATION dimension to identify a specific combination of agent groups to which the agent was a member when the agent initiated or was offered the interaction.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join this table to the INTERACTION\_TYPE dimension to identify the interaction type as outbound or internal.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join this table to the INTERACTION\_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were answered by the agent.

**Column TOTAL\_ABANDONED\_RINGING\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were abandoned while ringing at a DN belonging to the agent.

**Column TOTAL\_RONA\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, rang at a DN belonging to the agent, were not answered by that agent, and were subsequently redirected to another resource.

**Column TOTAL\_RING\_DURATION**

The total amount of time, in seconds, that outbound or internal interactions, assigned this business attribute, rang at the agent's DN.

**Column TOTAL\_SHORT\_TALK\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were initiated or answered by an agent and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

**Column TOTAL\_DIAL\_COUNT**

The total number of times that the agent initiated outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

**Column TOTAL\_DIAL\_DURATION**

The total amount of time, in seconds, that the agent spent initiating outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

**Column TOTAL\_TALK\_DURATION**

The total amount of time, in seconds, that the agent spent talking on outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

**Column TOTAL\_TALK\_COUNT**

The total number of times that outbound or internal interactions, assigned this business attribute, were established or answered by the agent.

**Column TOTAL\_HOLD\_DURATION**

The total amount of time, in seconds, that the agent had outbound or internal interactions, assigned this business attribute, on hold.

**Column TOTAL\_HOLD\_COUNT**

The total number of times that the agent placed outbound or internal interactions, assigned this business attribute, on hold.

**Column TOTAL\_ACW\_DURATION**

The total amount of time, in seconds, that the agent was in ACW state for outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

**Column TOTAL\_ACW\_COUNT**

The total number of times the agent entered ACW state for outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                  | Comment  |
|-----------------------|--|
| Aggr2_Out_V_Ixn_Agent | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |

**Table AGGREGATE\_CTRL\_HOUR**

This table stores control and audit information about hour-level aggregates for all aggregate tables. Except where noted, the same columns and column descriptions apply for the AGGREGATE\_CTRL\_SUBHOUR, AGGREGATE\_CTRL\_DAY, and AGGREGATE\_CTRL\_MONTH tables.

**Column List**

| Code                           | Data Type    | P | M | F | DV |
|--------------------------------|--------------|---|---|---|----|
| BATCH_ID                       | NUMBER(10)   | X | X |   |    |
| TIME_SLICE                     | NUMBER(10)   | X | X |   |    |
| TENANT_KEY                     | NUMBER(10)   | X | X | X |    |
| TABLE_NAME                     | VARCHAR2(64) | X | X |   |    |
| SOURCE_ROW_COUNT               | NUMBER(10)   |   |   |   |    |
| BEGIN_STD_TENANT_DATE_KEY      | NUMBER(10)   |   | X | X |    |
| BEGIN_STD_TENANT_DATE_TIME_KEY | NUMBER(10)   |   |   | X |    |
| BEGIN_TOD_HOUR                 | NUMBER(10)   |   |   |   |    |
| BEGIN_STD_TENANT_START_TIME    | DATE         |   |   |   |    |
| BEGIN_GMT_START_TIME           | DATE         |   |   |   |    |
| END_STD_TENANT_DATE_KEY        | NUMBER(10)   |   | X | X |    |
| END_STD_TENANT_DATE_TIME_KEY   | NUMBER(10)   |   |   | X |    |
| END_TOD_HOUR                   | NUMBER(10)   |   |   |   |    |
| END_STD_TENANT_START_TIME      | DATE         |   |   |   |    |
| END_GMT_START_TIME             | DATE         |   |   |   |    |
| LAST_LOAD_TIME                 | DATE         |   |   |   |    |

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column TIME\_SLICE**

Within a single BATCH\_ID, the value of this field represents the numbered time interval of data aggregated by a single execution of the aggregate query for this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the aggregate tables.

**Column TABLE\_NAME**

The name of the aggregate table.

**Column SOURCE\_ROW\_COUNT**

The number of source rows that contributed to this aggregate.

**Column BEGIN\_STD\_TENANT\_DATE\_KEY**

The tenant date surrogate key representing the earliest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

**Column BEGIN\_STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key to the DATE\_TIME dimension representing the earliest start time, in standard tenant time zone, of detailed data included in this aggregation batch.

**Column BEGIN\_TOD\_HOUR**

The earliest hour interval of the day, in the standard tenant time zone, of detailed data included in this aggregation batch. This field is not present in the AGGREGATE\_CTRL\_DAY or AGGREGATE\_CTRL\_MONTH tables.

**Column BEGIN\_STD\_TENANT\_START\_TIME**

The earliest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

**Column BEGIN\_GMT\_START\_TIME**

The earliest start GMT-equivalent time of detailed data included in this aggregation batch. This field is not present in the AGGREGATE\_CTRL\_DAY or AGGREGATE\_CTRL\_MONTH tables.

**Column END\_STD\_TENANT\_DATE\_KEY**

The tenant date surrogate key representing the latest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

**Column END\_STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key to the DATE\_TIME dimension representing the latest start time, in standard tenant time zone, of detailed data included in this aggregation batch.

**Column END\_TOD\_HOUR**

The latest hour interval of the day, in the standard tenant time zone, of detailed data included in this aggregation batch.

**Column END\_STD\_TENANT\_START\_TIME**

The latest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

**Column END\_GMT\_START\_TIME**

The latest start GMT-equivalent time of detailed data included in this aggregation batch. This field is not present in the AGGREGATE\_CTRL\_DAY or AGGREGATE\_CTRL\_MONTH tables.

**Column LAST\_LOAD\_TIME**

The GMT-equivalent time of the latest load of detailed data into the principal fact table on which the aggregate is based. This field is not present in the AGGREGATE\_CTRL\_MONTH table.

**Subject Areas**

| Code              | Comment   |
|-------------------|---|
| Aggregate_Control | Represents control and audit information for summary data tables. |

**Table AG\_AGENT\_VOICE\_IXN\_HOUR**

This aggregate table provides a rollup of agent activity by call type. Aggregation is performed along the TENANT, TENANT\_DATE, HOUR, RESOURCE\_, and media Resource (extension) dimensions.

**Column List**

| Code                         | Data Type    | P | M | F | DV |
|------------------------------|--------------|---|---|---|----|
| TENANT_KEY                   | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN         | VARCHAR2(10) |   | X |   |    |
| STD_TENANT_DATE_KEY          | NUMBER(10)   | X | X | X |    |
| HOUR_NUM                     | NUMBER(10)   | X | X |   |    |
| MONTH_KEY                    | NUMBER(10)   | X | X | X |    |
| MEDIA_RESOURCE_KEY           | NUMBER(10)   | X | X | X |    |
| TOTAL_INTERNAL_HANDLED_COUNT | NUMBER(10)   |   | X |   |    |
| TOTAL_INTERNAL_DIAL_DURATION | NUMBER(10)   |   | X |   |    |
| TOTAL_INTERNAL_RING_DURATION | NUMBER(10)   |   | X |   |    |



| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| TOTAL_INTERNAL_TALK_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_INTERNAL_HOLD_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_INTERNAL_ACW_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_INBOUND_HANDLED_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_INBOUND_RING_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_INBOUND_TALK_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_INBOUND_HOLD_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_INBOUND_ACW_DURATION   | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_HANDLED_COUNT | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_DIAL_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_RING_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_TALK_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_HOLD_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_OUTBOUND_ACW_DURATION  | NUMBER(10) |   | X |   |    |
| SOURCE_ROW_COUNT             | NUMBER(10) |   | X |   |    |
| BATCH_ID                     | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY             | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY             | NUMBER(10) |   | X | X | 0  |
| GMT_ROW_CREATED_TIME         | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME         | DATE       |   |   |   |    |
| PURGE_FLAG                   | NUMBER(1)  |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables. This field is not present in the AG\_AGENT\_VOICE\_IXN\_MONTH table.

**Column HOUR\_NUM**

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_AGENT\_VOICE\_IXN\_DAY or AG\_AGENT\_VOICE\_IXN\_MONTH tables.

**Column MONTH\_KEY**

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_AGENT\_VOICE\_IXN\_HOUR or AG\_AGENT\_VOICE\_IXN\_DAY tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

**Column TOTAL\_INTERNAL\_HANDLED\_COUNT**

The total number of voice interactions of type internal that were handled by a resource.

**Column TOTAL\_INTERNAL\_DIAL\_DURATION**

The total dial time, in seconds, of internal voice interactions that are handled by a resource.

**Column TOTAL\_INTERNAL\_RING\_DURATION**

The total ring time, in seconds, of internal voice interactions that are handled by a resource.

**Column TOTAL\_INTERNAL\_TALK\_DURATION**

The total talk time, in seconds, of internal voice interactions that are handled by a resource.

**Column TOTAL\_INTERNAL\_HOLD\_DURATION**

The total hold time, in seconds, of internal voice interactions that are handled by a resource.

**Column TOTAL\_INTERNAL\_ACW\_DURATION**

The total after call work time, in seconds, of internal voice interactions that are handled by a resource.

**Column TOTAL\_INBOUND\_HANDLED\_COUNT**

The total number voice interactions of type inbound that were handled by a resource.

**Column TOTAL\_INBOUND\_RING\_DURATION**

The total ring time, in seconds, of inbound voice interactions that are handled by a resource.

**Column TOTAL\_INBOUND\_TALK\_DURATION**

The total talk time, in seconds, of inbound voice interactions that are handled by a resource.

**Column TOTAL\_INBOUND\_HOLD\_DURATION**

The total hold time, in seconds, of inbound voice interactions that are handled by a resource.

**Column TOTAL\_INBOUND\_ACW\_DURATION**

The total after call work time, in seconds, of inbound voice interactions that are handled by a resource.

**Column TOTAL\_OUTBOUND\_HANDLED\_COUNT**

The total number of voice interactions of type outbound that are handled by a resource.

**Column TOTAL\_OUTBOUND\_DIAL\_DURATION**

The total dial time, in seconds, of outbound voice interactions that are handled by a resource.

**Column TOTAL\_OUTBOUND\_RING\_DURATION**

The total ring time, in seconds, of outbound voice interactions that are handled by a resource.

**Column TOTAL\_OUTBOUND\_TALK\_DURATION**

The total talk time, in seconds, of outbound voice interactions that are handled by a resource.

**Column TOTAL\_OUTBOUND\_HOLD\_DURATION**

The total hold time, in seconds, of outbound voice interactions that are handled by a resource.

**Column TOTAL\_OUTBOUND\_ACW\_DURATION**

The total after call work time, in seconds, of outbound voice interactions that are handled by a resource.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged

0 = No,

1 = Yes.

**Index List**

| Code       | U | Description text  |
|------------|---|---|
| IDX_AVIH_1 | X | Improves access time based on Tenant, Standard Tenant Time Span, Resource and Media Resource. |

**Index - IDX\_AVIH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| TENANT_KEY           | Ascending |
| STD_TENANT_TIME_SPAN | Ascending |
| RESOURCE_KEY         | Ascending |
| MEDIA_RESOURCE_KEY   | Ascending |

**Subject Areas**

| Code                 | Comment  |
|----------------------|--|
| Aggregate_Agent_Task | Represents summary information about agent activity. |

**Table AG\_SKILL\_GROUP\_ABN\_HOUR**

This aggregate table provides a rollup of abandoned inbound voice interaction counts. Aggregation is performed along the TENANT, TENANT\_DATE, HOUR, GROUP, and REQUESTED\_SKILL dimensions. Except where noted, the same column and column descriptions apply for the AG\_SKILL\_GROUP\_ABN\_DAY and AG\_SKILL\_GROUP\_ABN\_MONTH tables.

**Column List**

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TENANT_KEY           | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN | VARCHAR2(10) |   | X |   |    |
| STD_TENANT_DATE_KEY  | NUMBER(10)   | X | X | X |    |
| HOUR_NUM             | NUMBER(10)   | X | X |   |    |
| MONTH_KEY            | NUMBER(10)   | X | X | X |    |

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| REQUESTED_SKILL_KEY           | NUMBER(10) | X | X | X |    |
| TOTAL_I_XN_ABANDONED_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_BEFORE_ABANDON_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_1_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_2_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_3_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_4_COUNT       | NUMBER(10) |   | X |   |    |
| MAX_BEFORE_ABANDON_DURATION   | NUMBER(10) |   | X |   |    |
| TIME_RANGE_KEY                | NUMBER(10) |   |   | X |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |
| PURGE_FLAG                    | NUMBER(1)  |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables.

### Column HOUR\_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_SKILL\_GROUP\_ABN\_DAY or AG\_SKILL\_GROUP\_ABN\_MONTH tables.

**Column MONTH\_KEY**

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_SKILL\_GROUP\_ABN\_HOUR or AG\_SKILL\_GROUP\_ABN\_DAY tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the aggregate tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column TOTAL\_IXN\_ABANDONED\_COUNT**

The total number of times that interactions abandoned.

**Column TOTAL\_BEFORE\_ABANDON\_DURATION**

The total Duration Before Abandon, in seconds, for all abandoned interactions.

**Column TOTAL\_ABN\_RANGE\_1\_COUNT**

The total number of interactions that were abandoned within the first configured time range.

**Column TOTAL\_ABN\_RANGE\_2\_COUNT**

The total number of interactions that were abandoned within the second configured time range.

**Column TOTAL\_ABN\_RANGE\_3\_COUNT**

The total number of interactions that were abandoned within the third configured time range.

**Column TOTAL\_ABN\_RANGE\_4\_COUNT**

The total number of interactions that were abandoned within the fourth configured time range.

**Column MAX\_BEFORE\_ABANDON\_DURATION**

The maximum duration, in seconds, before abandon for any abandoned interactions.

**Column TIME\_RANGE\_KEY**

The primary key of the TIME\_RANGE table.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

**Index List**

| Code       | U | Description text  |
|------------|---|---|
| IDX_SGAH_1 | X | Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination and Tenant. |

**Index - IDX\_SGAH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| STD_TENANT_TIME_SPAN | Ascending |
| GROUP KEY            | Ascending |
| REQUESTED_SKILL_KEY  | Ascending |
| TENANT_KEY           | Ascending |

**Subject Areas**

| Code                          | Comment   |
|-------------------------------|---|
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations. |

## Table AG\_SKILL\_GROUP\_HOUR

This aggregate table provides a rollup of interaction counts. Aggregation is performed along the TENANT, TENANT\_DATE, GROUP\_, and REQUESTED\_SKILL, MEDIA\_TYPE, and INTERACTION\_TYPE dimensions. Except where noted, all columns and column descriptions apply for the AG\_SKILL\_GROUP\_DAY and AG\_SKILL\_GROUP\_MONTH tables.

### Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TENANT_KEY           | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN | VARCHAR2(10) |   | X |   |    |
| STD_TENANT_DATE_KEY  | NUMBER(10)   | X | X | X |    |
| HOUR_NUM             | NUMBER(10)   | X | X |   |    |
| MONTH_KEY            | NUMBER(10)   | X | X | X |    |
| REQUESTED_SKILL_KEY  | NUMBER(10)   | X | X | X |    |
| MEDIA_TYPE_KEY       | NUMBER(10)   | X | X | X |    |
| INTERACTION_TYPE_KEY | NUMBER(10)   | X | X | X |    |
| TOTAL_ENTERED_COUNT  | NUMBER(10)   |   | X |   |    |
| SOURCE_ROW_COUNT     | NUMBER(10)   |   | X |   |    |
| BATCH_ID             | NUMBER(10)   |   | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X | X | 0  |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24



**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables.

**Column HOUR\_NUM**

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_SKILL\_GROUP\_DAY or AG\_SKILL\_GROUP\_MONTH tables.

**Column MONTH\_KEY**

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_SKILL\_GROUP\_HOUR and AG\_SKILL\_GROUP\_DAY tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP dimension to the aggregate tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the aggregate tables.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the fact tables.

**Column TOTAL\_ENTERED\_COUNT**

The total number of interactions.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code      | U | Description text  |
|-----------|---|---|
| IDX_SGH_1 | X | Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination, Media Type, Interaction Type and Tenant. |

**Index - IDX\_SGH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| STD_TENANT_TIME_SPAN | Ascending |
| GROUP_KEY            | Ascending |
| REQUESTED_SKILL_KEY  | Ascending |
| MEDIA_TYPE_KEY       | Ascending |
| INTERACTION_TYPE_KEY | Ascending |
| TENANT_KEY           | Ascending |

**Subject Areas**

| Code                         | Comment   |
|------------------------------|---|
| Aggregate_Skill_Demand_Group | Represents summary information about resource groups and the skill combinations of incoming interactions. |

**Table AG\_SKILL\_RESOURCE\_ABN\_HOUR**

This aggregate table provides a rollup of abandoned, inbound, voice interaction counts. Aggregation is performed along the TENANT, TENANT\_DATE, HOUR, RESOURCE\_, and REQUESTED\_SKILL dimensions.

**Column List**

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TENANT_KEY           | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN | VARCHAR2(10) |   | X |   |    |

| Code                          | Data Type  | P | M | F | DV |
|-------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_KEY           | NUMBER(10) | X | X | X |    |
| HOUR_NUM                      | NUMBER(10) | X | X |   |    |
| MONTH_KEY                     | NUMBER(10) | X | X | X |    |
| REQUESTED_SKILL_KEY           | NUMBER(10) | X | X | X |    |
| TOTAL_I_XN_ABANDONED_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_BEFORE_ABANDON_DURATION | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_1_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_2_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_3_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_ABN_RANGE_4_COUNT       | NUMBER(10) |   | X |   |    |
| MAX_BEFORE_ABANDON_DURATION   | NUMBER(10) |   | X |   |    |
| TIME_RANGE_KEY                | NUMBER(10) |   | X | X |    |
| SOURCE_ROW_COUNT              | NUMBER(10) |   | X |   |    |
| BATCH_ID                      | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| UPDATE_AUDIT_KEY              | NUMBER(10) |   |   | X |    |
| GMT_ROW_CREATED_TIME          | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME          | DATE       |   |   |   |    |
| PURGE_FLAG                    | NUMBER(1)  |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension table to the aggregate tables.

**Column HOUR\_NUM**

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_SKILL\_RESOURCE\_ABN\_DAY or AG\_SKILL\_RESOURCE\_ABN\_MONTH tables.

**Column MONTH\_KEY**

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_SKILL\_RESOURCE\_ABN\_HOUR or AG\_SKILL\_RESOURCE\_ABN\_DAY tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension table to the aggregate tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension table to the aggregate tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column TOTAL\_IXN\_ABANDONED\_COUNT**

The total number of interactions that were abandoned.

**Column TOTAL\_BEFORE\_ABANDON\_DURATION**

The total duration before abandon for all abandoned interactions.

**Column TOTAL\_ABN\_RANGE\_1\_COUNT**

The total number of interactions that were abandoned within the first configured time range.

**Column TOTAL\_ABN\_RANGE\_2\_COUNT**

The total number of interactions that were abandoned within the second configured time range.

**Column TOTAL\_ABN\_RANGE\_3\_COUNT**

The total number of interactions that were abandoned within the third configured time range.

**Column TOTAL\_ABN\_RANGE\_4\_COUNT**

The total number of interactions that were abandoned within the fourth configured time range.

**Column MAX\_BEFORE\_ABANDON\_DURATION**

The maximum duration before abandon for any abandoned interactions.

**Column TIME\_RANGE\_KEY**

Surrogate key to join to the TIME\_RANGE dimension.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code       | U | Description text   |
|------------|---|--|
| IDX_SRAH_1 | X | Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination and Tenant. |

**Index - IDX\_SRAH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| STD_TENANT_TIME_SPAN | Ascending |
| RESOURCE_KEY         | Ascending |
| REQUESTED_SKILL_KEY  | Ascending |
| TENANT_KEY           | Ascending |

**Subject Areas**

| Code                    | Comment   |
|-------------------------|---|
| Aggregate_Skill_Abandon | Represents summary information about skill combinations and abandoned interactions with those skill combinations. |

## Table AG\_SKILL\_RESOURCE\_HOUR

This aggregate table provides a rollup of interaction counts. Aggregation is performed along the TENANT, TENANT\_DATE, RESOURCE\_, REQUESTED\_SKILL, MEDIA\_TYPE, and INTERACTION\_TYPE dimensions. Except where noted, the same columns and column descriptions apply for the AG\_SKILL\_RESOURCE\_DAY and AG\_SKILL\_RESOURCE\_MONTH tables.

### Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TENANT_KEY           | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN | VARCHAR2(10) |   | X |   |    |
| STD_TENANT_DATE_KEY  | NUMBER(10)   | X | X | X |    |
| HOUR_NUM             | NUMBER(10)   | X | X |   |    |
| MONTH_KEY            | NUMBER(10)   | X | X | X |    |
| REQUESTED_SKILL_KEY  | NUMBER(10)   | X | X | X |    |
| MEDIA_TYPE_KEY       | NUMBER(10)   | X | X | X |    |
| INTERACTION_TYPE_KEY | NUMBER(10)   | X | X | X |    |
| TOTAL_ENTERED_COUNT  | NUMBER(10)   |   | X |   |    |
| SOURCE_ROW_COUNT     | NUMBER(10)   |   | X |   |    |
| BATCH_ID             | NUMBER(10)   |   | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X | X | 0  |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables.

**Column HOUR\_NUM**

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_SKILL\_RESOURCE\_DAY or AG\_SKILL\_RESOURCE\_MONTH tables.

**Column MONTH\_KEY**

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_SKILL\_RESOURCE\_HOUR or AG\_SKILL\_RESOURCE\_DAY tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the aggregate tables.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the aggregate tables.

**Column TOTAL\_ENTERED\_COUNT**

The total number of interactions.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code      | U | Description text   |
|-----------|---|--|
| IDX_SRH_1 | X | Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination, Media Type, Interaction Type and Tenant. |

**Index - IDX\_SRH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| STD_TENANT_TIME_SPAN | Ascending |
| RESOURCE_KEY         | Ascending |
| REQUESTED_SKILL_KEY  | Ascending |
| MEDIA_TYPE_KEY       | Ascending |
| INTERACTION_TYPE_KEY | Ascending |
| TENANT_KEY           | Ascending |

**Subject Areas**

| Code                   | Comment   |
|------------------------|---|
| Aggregate_Skill_Demand | Represents summary information about resources and skill combinations of incoming interactions. |

**Table AG\_SKILL\_VOICE\_INB\_I\_XN\_HOUR**

This aggregate table provides a rollup of voice-specific, inbound interaction information. Aggregation is performed along the TENANT, TENANT\_DATE, HOUR, REQUESTED\_SKILL, and MEDIA\_TYPE dimensions. Except where noted, the same columns and column descriptions apply for the AG\_SKILL\_VOICE\_INB\_I\_XN\_DAY and AG\_SKILL\_VOICE\_INB\_I\_XN\_MONTH tables.

**Column List**

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TENANT_KEY           | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN | VARCHAR2(10) |   | X |   |    |



| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_KEY            | NUMBER(10) | X | X | X |    |
| HOUR_NUM                       | NUMBER(10) | X | X |   |    |
| MONTH_KEY                      | NUMBER(10) | X | X | X |    |
| TOTAL_ENTERED_COUNT            | NUMBER(10) |   | X |   |    |
| TOTAL_INIT_RESPONSE_DURATION   | NUMBER(10) |   | X |   |    |
| MAX_INIT_RESPONSE_DURATION     | NUMBER(10) |   | X |   |    |
| TOTAL_AGENT_HANDLE_DURATION    | NUMBER(10) |   | X |   |    |
| TOTAL_ANSWERED_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_RANGE_1_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_RANGE_2_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_RANGE_3_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_RANGE_4_COUNT        | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_SKILL_MATCH_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_MATCH_RANGE_1_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_MATCH_RANGE_2_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_MATCH_RANGE_3_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_ANS_MATCH_RANGE_4_COUNT  | NUMBER(10) |   | X |   |    |
| TOTAL_INIT_RESP_MATCH_DURATION | NUMBER(10) |   | X |   |    |
| MAX_INIT_RESP_MATCH_DURATION   | NUMBER(10) |   | X |   |    |
| TIME_RANGE_KEY                 | NUMBER(10) |   | X | X |    |
| TOTAL_TALK_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_TALK_MATCH_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_BEFORE_ABANDON_DURATION  | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_DURATION            | NUMBER(10) |   | X |   |    |
| TOTAL_HOLD_MATCH_DURATION      | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_DURATION             | NUMBER(10) |   | X |   |    |
| TOTAL_ACW_MATCH_DURATION       | NUMBER(10) |   | X |   |    |
| TOTAL_TRANSFER_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_ABANDONED_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_HELD_COUNT           | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_HELD_MATCH_COUNT     | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_ACW_COUNT            | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_ACW_MATCH_COUNT      | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_TRANSFERRED_COUNT    | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_ANS_TRNS_COUNT       | NUMBER(10) |   | X |   |    |
| TOTAL_IXN_ANS_MATCH_TRNS_COUNT | NUMBER(10) |   | X |   |    |

| Code                 | Data Type  | P | M | F | DV |
|----------------------|------------|---|---|---|----|
| SOURCE_ROW_COUNT     | NUMBER(10) |   | X |   |    |
| BATCH_ID             | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10) |   | X | X | 0  |
| GMT_ROW_CREATED_TIME | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE       |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)  |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables.

### Column HOUR\_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_SKILL\_VOICE\_INB\_I\_XN\_DAY and AG\_SKILL\_VOICE\_INB\_I\_XN\_MONTH tables.

### Column MONTH\_KEY

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_SKILL\_VOICE\_INB\_I\_XN\_HOUR and AG\_SKILL\_VOICE\_INB\_I\_XN\_DAY tables.

### Column REQUESTED\_SKILL\_KEY

The surrogate key used to join the REQUESTED\_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

### Column TOTAL\_ENTERED\_COUNT

The total number of interactions.

**Column TOTAL\_INIT\_RESPONSE\_DURATION**

The total of Initial Response Duration which is elapsed time, in seconds, before the customer received service. For voice, this is measured from the interaction start time to the time an agent resource answered the call.

**Column MAX\_INIT\_RESPONSE\_DURATION**

Maximum initial response duration, in seconds.

**Column TOTAL\_AGENT\_HANDLE\_DURATION**

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to agent resources.

**Column TOTAL\_ANSWERED\_COUNT**

The total number of interactions answered by an agent.

**Column TOTAL\_ANS\_RANGE\_1\_COUNT**

The total number of interactions answered by an agent within the first configured time range.

**Column TOTAL\_ANS\_RANGE\_2\_COUNT**

The total number of interactions answered by an agent within the second configured time range.

**Column TOTAL\_ANS\_RANGE\_3\_COUNT**

The total number of interactions answered by an agent within the third configured time range.

**Column TOTAL\_ANS\_RANGE\_4\_COUNT**

The total number of interactions answered by an agent within the fourth configured time range.

**Column TOTAL\_ANS\_SKILL\_MATCH\_COUNT**

The total number of interactions answered by an agent that had all skills requested by the interaction.

**Column TOTAL\_ANS\_MATCH\_RANGE\_1\_COUNT**

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the first configured time range.

**Column TOTAL\_ANS\_MATCH\_RANGE\_2\_COUNT**

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the second configured time range.

**Column TOTAL\_ANS\_MATCH\_RANGE\_3\_COUNT**

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the third configured time range.

**Column TOTAL\_ANS\_MATCH\_RANGE\_4\_COUNT**

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the fourth configured time range.

**Column TOTAL\_INIT\_RESP\_MATCH\_DURATION**

The total of initial response duration which is elapsed time, in seconds, before the customer received service. For voice, this is measured from the interaction start time to the time an agent resource that had all skills requested by the interaction answered the call.

**Column MAX\_INIT\_RESP\_MATCH\_DURATION**

The maximum initial response duration, in seconds, with a skill match. For voice, this is measured from the interaction start time to the time an agent resource that had all skills requested by the interaction answered the call.

**Column TIME\_RANGE\_KEY**

The surrogate key to join to the TIME\_RANGE dimension.

**Column TOTAL\_TALK\_DURATION**

The total talk duration, in seconds.

**Column TOTAL\_TALK\_MATCH\_DURATION**

The total talk duration, in seconds, of interactions answered by agents with matching skills.

**Column TOTAL\_BEFORE\_ABANDON\_DURATION**

The total duration, in seconds, of interactions that were abandoned.

**Column TOTAL\_HOLD\_DURATION**

The total hold duration, in seconds.

**Column TOTAL\_HOLD\_MATCH\_DURATION**

The total hold duration, in seconds, for calls answered by agents with matching skills.

**Column TOTAL\_ACW\_DURATION**

The total duration, in seconds, of after call work.

**Column TOTAL\_ACW\_MATCH\_DURATION**

The total duration, in seconds, of after call work for calls answered by agents with matching skills.

**Column TOTAL\_TRANSFER\_COUNT**

The total number of transfers of all interactions

**Column TOTAL\_I\_XN\_ABANDONED\_COUNT**

The total number of interactions that were abandoned.

**Column TOTAL\_I\_XN\_HELD\_COUNT**

The total number of interactions that were held. If an interaction is placed on hold more than once, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_HELD\_MATCH\_COUNT**

The total number of interactions that were held by agents with matching skills. If an interaction is placed on hold more than once, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_ACW\_COUNT**

The total number of interactions that had an associated after call work. If an interaction has more than one after call work associations, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_ACW\_MATCH\_COUNT**

The total number of interactions that had an associated after call work from an agent with matching skills. If an interaction has more than one after call work association, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_TRANSFERRED\_COUNT**

The total number of interactions that were transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_ANS\_TRNS\_COUNT**

The total number of interactions that were answered by an agent and then transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

**Column TOTAL\_I\_XN\_ANS\_MATCH\_TRNS\_COUNT**

The total number of interactions that were answered by an agent with matching skills and later transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

**Column SOURCE\_ROW\_COUNT**

A count of the number of detail rows used to derive the aggregate.

**Column BATCH\_ID**

A unique identifier for a single execution of the job that produced the aggregate.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

**Index List**

| Code       | U | Description text   |
|------------|---|--|
| IDX_SVIH_1 | X | Improves access time based on Tenant, Standard Tenant Time Span and Requested Skill Combination. |

**Index - IDX\_SVIH\_1**

| Name                 | Sort      |
|----------------------|-----------|
| TENANT_KEY           | Ascending |
| STD_TENANT_TIME_SPAN | Ascending |
| REQUESTED_SKILL_KEY  | Ascending |

**Subject Areas**

| Code                         | Comment   |
|------------------------------|---|
| Aggregate_Skill_Combo_Hourly | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled. |

## Table AG\_STATE\_REASON\_VOICE\_HOUR

This aggregate table provides a breakdown of media resource reason codes with a total duration in a given reason code and a total count of occurrences of a given reason code. Aggregation is performed along the TENANT, TENANT\_DATE, RESOURCE\_, media Resource (extension), RESOURCE\_STATE, and RESOURCE\_STATE\_REASON dimensions. Except where noted, the same columns and column descriptions apply for the AG\_STATE\_REASON\_VOICE\_DAY and AG\_STATE\_REASON\_VOICE\_MONTH tables.

### Column List

| Code                        | Data Type    | P | M | F | DV |
|-----------------------------|--------------|---|---|---|----|
| TENANT_KEY                  | NUMBER(10)   | X | X | X |    |
| STD_TENANT_TIME_SPAN        | VARCHAR2(10) |   | X |   |    |
| STD_TENANT_DATE_KEY         | NUMBER(10)   | X | X | X |    |
| HOUR_NUM                    | NUMBER(10)   | X | X |   |    |
| MONTH_KEY                   | NUMBER(10)   | X | X | X |    |
| MEDIA_RESOURCE_KEY          | NUMBER(10)   | X | X | X |    |
| RESOURCE_STATE_KEY          | NUMBER(10)   | X | X | X |    |
| RESOURCE_STATE_REASON_KEY   | NUMBER(10)   | X | X | X |    |
| TOTAL_STATE_REASON_DURATION | NUMBER(10)   |   | X |   |    |
| TOTAL_STATE_REASON_COUNT    | NUMBER(10)   |   |   |   |    |
| SOURCE_ROW_COUNT            | NUMBER(10)   |   | X |   |    |
| BATCH_ID                    | NUMBER(10)   |   | X |   |    |
| CREATE_AUDIT_KEY            | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY            | NUMBER(10)   |   | X | X | 0  |
| GMT_ROW_CREATED_TIME        | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME        | DATE         |   |   |   |    |
| PURGE_FLAG                  | NUMBER(1)    |   | X |   | 0  |

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

### Column STD\_TENANT\_TIME\_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:

Year YYYY, where YYYY is a 4-digit year

Quarter YYYYQQ, where QQ is Q1-Q4

Month YYYYMM, where MM is 01-12

Week YYYYWW, where WW is 01-53

Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the aggregate tables.

#### Column HOUR\_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG\_STATE\_REASON\_VOICE\_DAY and AG\_STATE\_REASON\_VOICE\_MONTH tables.

#### Column MONTH\_KEY

The surrogate key used to join the ENTERPRISE\_MONTH dimension table to the aggregate tables. This field is not present in the AG\_STATE\_REASON\_VOICE\_HOUR and AG\_STATE\_REASON\_VOICE\_DAY tables.

#### Column RESOURCE\_KEY

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

#### Column MEDIA\_RESOURCE\_KEY

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

#### Column RESOURCE\_STATE\_KEY

The surrogate key used to join the RESOURCE\_STATE dimension to the aggregate tables.

#### Column RESOURCE\_STATE\_REASON\_KEY

The surrogate key used to join the RESOURCE\_STATE\_REASON dimension to the aggregate tables.

#### Column TOTAL\_STATE\_REASON\_DURATION

The total time, in seconds, that media resource spent in a particular state with the given reason.

#### Column TOTAL\_STATE\_REASON\_COUNT

The total number of times that the media resource entered the state with the given reason.

#### Column SOURCE\_ROW\_COUNT

A count of the number of detail rows used to derive the aggregate.

#### Column BATCH\_ID

A unique identifier for a single execution of the job that produced the aggregate.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.



**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join the AUDIT\_ dimension to fact and dimension tables.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Index List**

| Code       | U | Description text   |
|------------|---|--|
| IDX_SRVH_1 | X | Improves access time based on Tenant, Standard Tenant Time Span, Resource, Media Resource, Resource State and Resource State Reason. |

**Index - IDX\_SRVH\_1**

| Name                      | Sort      |
|---------------------------|-----------|
| TENANT_KEY                | Ascending |
| STD_TENANT_TIME_SPAN      | Ascending |
| RESOURCE_KEY              | Ascending |
| MEDIA_RESOURCE_KEY        | Ascending |
| RESOURCE_STATE_KEY        | Ascending |
| RESOURCE_STATE_REASON_KEY | Ascending |

**Subject Areas**

| Code                   | Comment  |
|------------------------|--|
| Aggregate_State_Reason | Represents summary information about resource state reasons. |

**Table AUDIT\_**

Allows facts and dimensions to be described by data lineage attributes. Each row represents a type and particular instance of a data source and the name and version of the process that transformed the source data.

## Column List

| Code                | Data Type     | P | M | F | DV |
|---------------------|---------------|---|---|---|----|
| AUDIT_KEY           | NUMBER(10)    | X | X |   |    |
| DATA_SOURCE_TYPE    | VARCHAR2(16)  |   |   |   |    |
| DATA_SOURCE_NAME    | VARCHAR2(255) |   |   |   |    |
| PROCESS_NAME        | VARCHAR2(64)  |   |   |   |    |
| PROCESS_VERSION     | VARCHAR2(64)  |   |   |   |    |
| DATA_COLLISION_FLAG | NUMBER(1)     |   |   |   |    |
| ARTIFICIALLY_ENDED  | NUMBER(1)     |   |   |   |    |

### Column AUDIT\_KEY

The primary key of this table and the surrogate key used to join this table to fact, dimension, and aggregate tables.

### Column DATA\_SOURCE\_TYPE

The data source type, such as:

GIM (Genesys Info Mart)

ICON (Interaction Concentrator)

CCON (Call Concentrator)

VAR (Voice Application Reporting)

CFG (Configuration Server)

SS (Stat Server)

### Column DATA\_SOURCE\_NAME

The data source name. Used to identify a specific instance of a data source, especially where there can be multiple instances of the same data source type.

### Column PROCESS\_NAME

The name of the process that transformed the source data.

### Column PROCESS\_VERSION

The version of the process that transformed the source data.

### Column DATA\_COLLISION\_FLAG

Indicates that the data was merged or cleansed from multiple data source instances. This field is supported only for CCON data source types.

### Column ARTIFICIALLY\_ENDED

Indicates that the fact was artificially ended by the ETL because of missing source data.

## Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_Agent_Q            | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.                   |
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval.   |
| Aggr2_Inb_V_I_Ag_State_Reason  | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggr2_Inb_V_I_Ixn_Agent        | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.   |
| Aggr2_Inb_V_Ixn_Agent          | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.  |
| Aggr2_Inb_V_Ixn_Agent_Grp      | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.   |
| Aggr2_Inb_V_Ixn_IxnDscr        | Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center. |
| Aggr2_Inb_V_Q                  | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.  |
| Aggr2_Inb_V_Q_Abn              | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.   |
| Aggr2_Inb_V_Q_Ans              | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.  |
| Aggr2_Inb_V_Q_Group            | Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.                           |
| Aggr2_Out_V_Ixn_Agent          | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                            |
| Aggr2_Out_V_Ixn_Agent_Grp      | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                           |
| Aggregate_Agent_Task           | Represents summary information about agent activity.  |
| Aggregate_Skill_Abandon        | Represents summary information about skill combinations and abandoned interactions with those skill combinations.   |
| Aggregate_Skill_Abandon_Group  | Represents summary information about skill combinations and abandoned interactions with those skill combinations.   |
| Aggregate_Skill_Combo_Daily    | Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.  |
| Aggregate_Skill_Combo_Hourly   | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.   |

| Code                          | Comment   |
|-------------------------------|---|
| Aggregate_Skill_Combo_Monthly | Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.            |
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.                                   |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.  |
| Calling_List_Metric           | Represents snapshot outbound campaign calling list metrics.   |
| Calling_List_To_Campaign      | Represents the associations between calling lists and campaigns.  |
| Campaign_Group_Session        | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State          | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign    | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt               | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State         | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb                | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| GVP_Call                      | Represents calls processed by Genesys Voice Portal (GVP).   |
| GVP_Subcall                   | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction                   | Represents interactions from a customer experience perspective.   |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State    | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment           | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment             | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Place_Group                   | Represents the membership of places among place groups.   |
| Resource_Group                | Represents the membership of contact center resources among resource groups.  |
| Resource_Session              | Represents detailed agent resource media sessions from login to logout.   |
| Resource_Skill                | Represents the skill resumes of agent resources.  |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.  |

| Code                          | Comment  |
|-------------------------------|--|
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice). |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.                   |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.  |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.   |

## Table CALLING\_LIST

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list. All records are sourced from IDB.

### Column List

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| CALLING_LIST_KEY      | NUMBER(10)    | X | X |   |    |
| TENANT_KEY            | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| CALLING_LIST_NAME     | VARCHAR2(255) |   |   |   |    |
| DESCRIPTION           | VARCHAR2(255) |   |   |   |    |
| EXTERNAL_ID           | VARCHAR2(255) |   |   |   |    |
| CALLING_LIST_CFG_DBID | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME        | DATE          |   |   |   |    |
| GMT_END_TIME          | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

### Column CALLING\_LIST\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CALLING\_LIST\_NAME**

The name of the calling list.

**Column DESCRIPTION**

The description of the calling list.

**Column EXTERNAL\_ID**

The external ID of this calling list, which can be used to tie this record to a record in an external system

**Column CALLING\_LIST\_CFG\_DBID**

The calling list object identifier in the contact center configuration.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when calling list was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                     | Comment  |
|--------------------------|--|
| Calling_List_Metric      | Represents snapshot outbound campaign calling list metrics.                                      |
| Calling_List_To_Campaign | Represents the associations between calling lists and campaigns.                                 |
| Contact_Attempt          | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table CALLING\_LIST\_METRIC\_FACT

Each row represents a set of outbound campaign calling list metrics calculated by Outbound Contact Server in periodic intervals. Rows in this table are not updated; they are inserted or deleted only.

### Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| CALLING_LIST_METRIC_FACT_KEY   | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY                   | NUMBER(10) |   | X | X |    |
| CALLING_LIST_KEY               | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CAMP_GROUP_SESSION_FACT_KEY    | NUMBER(19) |   |   | X |    |
| GMT_TIME                       | DATE       |   |   |   |    |
| STD_ENTERPRISE_TIME            | DATE       |   |   |   |    |
| STD_TENANT_TIME                | DATE       |   |   |   |    |
| LOCAL_TIME                     | DATE       |   |   |   |    |
| TOTAL_RECORDS                  | NUMBER(10) |   |   |   |    |
| NOT_PROCESSED_RECORDS          | NUMBER(10) |   |   |   |    |
| TOTAL_CONTACTS                 | NUMBER(10) |   |   |   |    |
| NOT_PROCESSED_CONTACTS         | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

**Column CALLING\_LIST\_METRIC\_FACT\_KEY**

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension to the fact tables.

**Column CALLING\_LIST\_KEY**

The surrogate key used to join the CALLING\_LIST dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension table to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.



**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CAMP\_GROUP\_SESSION\_FACT\_KEY**

The primary key of the CAMPAIGN\_GROUP\_SESSION\_FACT table.

**Column GMT\_TIME**

The GMT-equivalent date and time when measurement occurred.

**Column STD\_ENTERPRISE\_TIME**

The tenant standard date and time when the measurement occurred.

**Column STD\_TENANT\_TIME**

The tenant standard date and time when the measurement occurred.

**Column LOCAL\_TIME**

The local date and time when measurement occurred. Reserved for future use.

**Column TOTAL\_RECORDS**

The total number of records in the calling list.

**Column NOT\_PROCESSED\_RECORDS**

The total number of records in the calling list that are not processed.

**Column TOTAL\_CONTACTS**

The total number of contacts in the calling list.

**Column NOT\_PROCESSED\_CONTACTS**

The total number of contacts in the calling list that have not been processed.

**Column ACTIVE\_FLAG**

Indicates whether the calling list metric is currently active. Always 0.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| CLMF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| CLMF2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - CLMF2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

**Index - CLMF2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code                | Comment   |
|---------------------|---|
| Calling_List_Metric | Represents snapshot outbound campaign calling list metrics. |

**Table CALLING\_LIST\_TO\_CAMP\_FACT**

Each row describes the association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot, representing the duration of the association between a calling list and a campaign. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| CALLING_LIST_TO_CAMP_FACT_KEY  | NUMBER(19) | X | X |   |    |
| CALLING_LIST_KEY               | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY                   | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

### Column CALLING\_LIST\_TO\_CAMP\_FACT\_KEY

The primary key of this table.

### Column CALLING\_LIST\_KEY

The surrogate key used to join the CALLING\_LIST dimension table to the fact tables.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the GMT time zone.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the GMT time zone.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the enterprise's standard time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the tenant's standard time zone. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the enterprise's local time zone. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the tenant's local time zone. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when calling list was added to the campaign in the contact center configuration.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the GMT-equivalent date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the calling list was added to the campaign in the contact center configuration.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the enterprise standard date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the calling list was added to the campaign in the contact center configuration.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the tenant standard date and time when the calling list was removed from the campaign in the contact center

configuration. For an active row, this value represents a tenant standard date and time far in the future, so that applications do not have to test for null.

#### Column LOCAL\_START\_TIME

The local date and time when calling list was added to the campaign in the contact center configuration. This field is reserved for future use.

#### Column LOCAL\_END\_TIME

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the local date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. This field is reserved for future use.

#### Column TOTAL\_DURATION

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, the calling list was associated with the campaign. For an active row, the duration, in seconds, the calling list was associated with the campaign, from start time to the time the ETL last executed.

#### Column ACTIVE\_FLAG

Indicates whether the association between the calling list and the campaign is still active. (1=yes, 0=no)

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

### Index List

| Code         | U | Description text   |
|--------------|---|--|
| CLCM2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| CLCM2TNT_FK  |   | Improves access time based on Tenant.                                  |

#### Index - CLCM2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

## Index - CLCM2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Subject Areas

| Code                     | Comment  |
|--------------------------|--|
| Calling_List_To_Campaign | Represents the associations between calling lists and campaigns. |

## Table CALL\_RESULT

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

## Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| CALL_RESULT_KEY      | NUMBER(10)   | X | X |   |    |
| CALL_RESULT          | VARCHAR2(32) |   |   |   |    |
| CALL_RESULT_CODE     | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

## Column CALL\_RESULT\_KEY

The surrogate key used to join this dimension table to the fact tables.

## Column CALL\_RESULT

The description of the call result. This value can change with localization. Refer to the Appendix for a list of possible values.

## Column CALL\_RESULT\_CODE

The code for the call result description. This value does not change with localization. Refer to the Appendix for a list of possible values.

## Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

**Table CAMPAIGN**

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign. All records are sourced from IDB.

**Column List**

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| CAMPAIGN_KEY         | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| CAMPAIGN_NAME        | VARCHAR2(255) |   |   |   |    |
| DESCRIPTION          | VARCHAR2(255) |   |   |   |    |
| CAMPAIGN_CFG_DBID    | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |



**Column CAMPAIGN\_KEY**

The surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CAMPAIGN\_NAME**

The name of the campaign object in Configuration Server.

**Column DESCRIPTION**

The description of the campaign.

**Column CAMPAIGN\_CFG\_DBID**

The campaign object identifier in contact center configuration.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the campaign object was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                       | Comment  |
|----------------------------|--|
| Calling_List_Metric        | Represents snapshot outbound campaign calling list metrics.                                      |
| Calling_List_To_Campaign   | Represents the associations between calling lists and campaigns.                                 |
| Campaign_Group_Session     | Represents campaign groups being loaded and unloaded.  |
| Campaign_Group_State       | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".   |
| Campaign_Group_To_Campaign | Represents the associations between agent groups or place groups and campaigns.                  |
| Contact_Attempt            | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table CAMPAIGN\_GROUP\_SESSION\_FACT

Each row represents an outbound campaign group session, where a session is started when a campaign group is loaded and ended when a campaign group is unloaded. The grain of the fact is an accumulating snapshot, representing the duration of the campaign group session. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| CAMP_GROUP_SESSION_FACT_KEY    | NUMBER(19) | X | X |   |    |
| GROUP_KEY                      | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY                   | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |

| Code                      | Data Type    | P | M | F | DV |
|---------------------------|--------------|---|---|---|----|
| GMT_START_TIME            | DATE         |   |   |   |    |
| GMT_END_TIME              | DATE         |   |   |   |    |
| STD_ENTERPRISE_START_TIME | DATE         |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE         |   |   |   |    |
| STD_TENANT_START_TIME     | DATE         |   |   |   |    |
| STD_TENANT_END_TIME       | DATE         |   |   |   |    |
| LOCAL_START_TIME          | DATE         |   |   |   |    |
| LOCAL_END_TIME            | DATE         |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10)   |   |   |   |    |
| CAMPAIGN_GROUP_SESSION_ID | VARCHAR2(64) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)    |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE         |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)    |   |   |   |    |

**Column CAMP\_GROUP\_SESSION\_FACT\_KEY**

The primary key of this table.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when campaign group session began.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the GMT-equivalent date and time when campaign group session ended. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the campaign group session began.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the enterprise standard date and time when the campaign group session ended. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the campaign group session began.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the tenant standard date and time when the campaign group session ended. For an active row, this value represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when campaign group session started. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the local date and time when the campaign group session ended. For an active row, this value represents a local date and time far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, of the campaign group session. For an active row, the duration, in seconds, the campaign group session was active, from start time to the time the ETL last executed.

**Column CAMPAIGN\_GROUP\_SESSION\_ID**

The ICON source SessID for the campaign group session with which this session fact is related.

**Column ACTIVE\_FLAG**

Indicates whether the campaign group session is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Index List**

| Code          | U | Description text   |
|---------------|---|--|
| CGSEF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| CGSEF2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - CGSEF2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

**Index - CGSEF2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code                   | Comment   |
|------------------------|---|
| Campaign_Group_Session | Represents campaign groups being loaded and unloaded. |

**Table CAMPAIGN\_GROUP\_STATE**

Allows facts to be described based on attributes of an outbound campaign group status. Each row describes one campaign group status. Rows exist for the Loaded, Started, and Unloading statuses.

**Column List**

| Code                      | Data Type    | P | M | F | DV |
|---------------------------|--------------|---|---|---|----|
| CAMPAIGN_GROUP_STATE_KEY  | NUMBER(10)   | X | X |   |    |
| CAMPAIGN_GROUP_STATE      | VARCHAR2(32) |   |   |   |    |
| CAMPAIGN_GROUP_STATE_CODE | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY          | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY          | NUMBER(10)   |   | X |   |    |
| GMT_ROW_CREATED_TIME      | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE         |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)    |   |   |   |    |

**Column CAMPAIGN\_GROUP\_STATE\_KEY**

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

**Column CAMPAIGN\_GROUP\_STATE**

The campaign group session state. One of the following values:

Null

Loaded

Started

Unloading

This value can change with localization.

**Column CAMPAIGN\_GROUP\_STATE\_CODE**

The code for the campaign group session state. One of the following values:

NULL

LOADED

STARTED

UNLOADING

This value does not change with localization.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

## Subject Areas

| Code                 | Comment  |
|----------------------|--|
| Campaign_Group_State | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading". |

## Table CAMPAIGN\_GROUP\_STATE\_FACT

Each row represents the state of an outbound campaign group. The states that are recorded are Loaded, Started, and Unloading. The grain of the fact is an accumulating snapshot, representing the duration of the campaign group being in the given state. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start dates and times are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| CAMP_GROUP_STATE_FACT_KEY      | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY                   | NUMBER(10) |   | X | X |    |
| GROUP_KEY                      | NUMBER(10) |   | X | X |    |
| CAMPAIGN_GROUP_STATE_KEY       | NUMBER(10) |   | X | X |    |
| CAMP_GROUP_SESSION_FACT_KEY    | NUMBER(19) |   |   | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |



| Code                      | Data Type    | P | M | F | DV |
|---------------------------|--------------|---|---|---|----|
| STD_TENANT_START_TIME     | DATE         |   |   |   |    |
| STD_TENANT_END_TIME       | DATE         |   |   |   |    |
| LOCAL_START_TIME          | DATE         |   |   |   |    |
| LOCAL_END_TIME            | DATE         |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10)   |   |   |   |    |
| CAMPAIGN_GROUP_SESSION_ID | VARCHAR2(64) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)    |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE         |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)    |   |   |   |    |

**Column CAMP\_GROUP\_STATE\_FACT\_KEY**

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension to the fact tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CAMPAIGN\_GROUP\_STATE\_KEY**

The surrogate key used to join the CAMPAIGN\_GROUP\_STATE dimension to the fact tables.

**Column CAMP\_GROUP\_SESSION\_FACT\_KEY**

**The surrogate key used to join** this campaign group state fact to its CAMPAIGN\_GROUP\_SESSION\_FACT. Places the campaign group state within the context of a campaign group session.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when campaign group entered started state.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the GMT-equivalent and time started state for the campaign group ended. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the campaign group entered started state.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the enterprise standard date and time when the started state for the campaign group ended. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the campaign group entered started state.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the tenant standard date and time when the started state for the campaign group ended. For an active row, this value represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when campaign group entered started state. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the date and time (local time zone) started state for the campaign group ended. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, of the campaign group in started state. For an active row, the amount of time, in seconds, the campaign group has been in started state, from the time it entered started state to the time the ETL last executed.

**Column CAMPAIGN\_GROUP\_SESSION\_ID**

The ICON source SessID for the campaign group session with which this session fact is related.

**Column ACTIVE\_FLAG**

Indicates whether the campaign group state is currently active (1 = Yes).

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

**Index List**

| Code           | U | Description text   |
|----------------|---|--|
| CGSTF2TDTS_FK  |   | Improves access time based on Tenant Date (tenant standard time zone). |
| CGSTF2TNT_FK   |   | Improves access time based on Tenant.                                  |
| IDX_CGSTF_CGSF |   | Improves access time based on the Campaign Group Session Fact Key.     |

**Index - CGSTF2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

**Index - CGSTF2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Index - IDX\_CGSTF\_CGSF**

| Name                        | Sort      |
|-----------------------------|-----------|
| CAMP_GROUP_SESSION_FACT_KEY | Ascending |

**Subject Areas**

| Code                 | Comment  |
|----------------------|--|
| Campaign_Group_State | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading". |

**Table CONTACT\_ATTEMPT\_FACT**

Each row describes an OCS processing attempt for a outbound campaign contact. An attempt may or may not include dialing; an example of an attempt that did not include dialing would be a preview record that is

retrieved but then cancelled before dialing. The grain of the fact is an accumulating snapshot, representing the duration of the attempt. Rows are inserted only when the attempt is completed and are not updated. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). They are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| CONTACT_ATTEMPT_FACT_KEY       | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X |   |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| DIALING_MODE_KEY               | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY                   | NUMBER(10) |   | X | X |    |
| GROUP_KEY                      | NUMBER(10) |   | X | X |    |
| CPD_RESULT_KEY                 | NUMBER(10) |   | X | X |    |
| CALL_RESULT_KEY                | NUMBER(10) |   | X | X |    |
| RECORD_TYPE_KEY                | NUMBER(10) |   | X | X |    |
| RECORD_STATUS_KEY              | NUMBER(10) |   | X | X |    |
| CALLING_LIST_KEY               | NUMBER(10) |   | X | X |    |
| CONTACT_INFO_TYPE_KEY          | NUMBER(10) |   | X | X |    |
| TIME_ZONE_KEY                  | NUMBER(10) |   | X | X |    |
| CAMP_GROUP_SESSION_FACT_KEY    | NUMBER(19) |   |   | X |    |
| INTERACTION_ID                 | NUMBER(19) |   |   | X |    |

| Code                      | Data Type     | P | M | F | DV |
|---------------------------|---------------|---|---|---|----|
| RECORD_FIELD_GROUP_1_KEY  | NUMBER(10)    |   | X | X |    |
| RECORD_FIELD_GROUP_2_KEY  | NUMBER(10)    |   | X | X |    |
| GMT_START_TIME            | DATE          |   |   |   |    |
| GMT_END_TIME              | DATE          |   |   |   |    |
| STD_ENTERPRISE_START_TIME | DATE          |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE          |   |   |   |    |
| STD_TENANT_START_TIME     | DATE          |   |   |   |    |
| STD_TENANT_END_TIME       | DATE          |   |   |   |    |
| LOCAL_START_TIME          | DATE          |   |   |   |    |
| LOCAL_END_TIME            | DATE          |   |   |   |    |
| PREVIEW_COUNT             | NUMBER(10)    |   |   |   |    |
| PREVIEW_DURATION          | NUMBER(10)    |   |   |   |    |
| DIAL_COUNT                | NUMBER(10)    |   |   |   |    |
| DIAL_DURATION             | NUMBER(10)    |   |   |   |    |
| CPD_COUNT                 | NUMBER(10)    |   |   |   |    |
| CPD_DURATION              | NUMBER(10)    |   |   |   |    |
| TRANSFER_COUNT            | NUMBER(10)    |   |   |   |    |
| TRANSFER_DURATION         | NUMBER(10)    |   |   |   |    |
| TALK_COUNT                | NUMBER(10)    |   |   |   |    |
| TALK_DURATION             | NUMBER(10)    |   |   |   |    |
| HOLD_COUNT                | NUMBER(10)    |   |   |   |    |
| HOLD_DURATION             | NUMBER(10)    |   |   |   |    |
| ACW_COUNT                 | NUMBER(10)    |   |   |   |    |
| ACW_DURATION              | NUMBER(10)    |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10)    |   |   |   |    |
| CALL_ATTEMPT_ID           | VARCHAR2(64)  |   |   |   |    |
| RECORD_ID                 | NUMBER(10)    |   |   |   |    |
| CHAIN_ID                  | NUMBER(10)    |   |   |   |    |
| CHAIN_N                   | NUMBER(10)    |   |   |   |    |
| CONTACT_INFO              | VARCHAR2(255) |   |   |   |    |
| ATTEMPT_ORDINAL           | NUMBER(10)    |   |   |   |    |
| DAILY_FROM_SECONDS        | NUMBER(10)    |   |   |   |    |
| DAILY_UNTIL_SECONDS       | NUMBER(10)    |   |   |   |    |
| CONTACT_DAILY_FROM_TIME   | DATE          |   |   |   |    |
| CONTACT_DAILY_UNTIL_TIME  | DATE          |   |   |   |    |
| CONTACT_IXN_START_TIME    | DATE          |   |   |   |    |

| Code                       | Data Type    | P | M | F | DV |
|----------------------------|--------------|---|---|---|----|
| CONTACT_WITHIN_DAILY_RANGE | NUMBER(1)    |   |   |   |    |
| DIAL_SCHED_TIME            | NUMBER(10)   |   |   |   |    |
| CONTACT_DIAL_SCHED_TIME    | DATE         |   |   |   |    |
| OVERDIAL_FLAG              | NUMBER(1)    |   |   |   |    |
| CONTACT_COMPLETE_FLAG      | NUMBER(1)    |   |   |   |    |
| RPC_FLAG                   | NUMBER(1)    |   |   |   |    |
| CONVERSION_FLAG            | NUMBER(1)    |   |   |   |    |
| RECORD_FIELD_1             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_2             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_3             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_4             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_5             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_6             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_7             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_8             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_9             | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_10            | NUMBER(14,4) |   |   |   |    |
| RECORD_FIELD_11            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_12            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_13            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_14            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_15            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_16            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_17            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_18            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_19            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_20            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_21            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_22            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_23            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_24            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_25            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_26            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_27            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_28            | NUMBER(10)   |   |   |   |    |
| RECORD_FIELD_29            | NUMBER(10)   |   |   |   |    |

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| RECORD_FIELD_30      | NUMBER(10)    |   |   |   |    |
| RECORD_FIELD_31      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_32      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_33      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_34      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_35      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_36      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_37      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_38      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_39      | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_40      | VARCHAR2(255) |   |   |   |    |
| ACTIVE_FLAG          | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

**Column CONTACT\_ATTEMPT\_FACT\_KEY**

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.



**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column DIALING\_MODE\_KEY**

The surrogate key used to join the DIALING\_MODE dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension to the fact tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CPD\_RESULT\_KEY**

The surrogate key used to join the CALL\_RESULT dimension to the fact tables for the dialer result.

**Column CALL\_RESULT\_KEY**

The surrogate key used to join the CALL\_RESULT dimension to the fact tables.

**Column RECORD\_TYPE\_KEY**

The surrogate key used to join the RECORD\_TYPE dimension to the fact tables.

**Column RECORD\_STATUS\_KEY**

The surrogate key used to join the RECORD\_STATUS dimension to the fact tables.

**Column CALLING\_LIST\_KEY**

The surrogate key used to join the CALLING\_LIST dimension to the fact tables.

**Column CONTACT\_INFO\_TYPE\_KEY**

The surrogate key used to join the CONTACT\_INFO\_TYPE dimension to the fact tables.

**Column TIME\_ZONE\_KEY**

The surrogate key used to join the TIME\_ZONE dimension to the fact tables.

**Column CAMP\_GROUP\_SESSION\_FACT\_KEY**

The surrogate key used to join this contact attempt fact to its CAMPAIGN\_GROUP\_SESSION\_FACT. Places the contact attempt within the context of a campaign group session.

**Column INTERACTION\_ID**

The Interaction Fact primary key. This value is 0 if this attempt had no interaction associated with it.

**Column RECORD\_FIELD\_GROUP\_1\_KEY**

The surrogate key used to join the RECORD\_FIELD\_GROUP\_1 dimension to the fact tables.

**Column RECORD\_FIELD\_GROUP\_2\_KEY**

The surrogate key used to join the RECORD\_FIELD\_GROUP\_2 dimension to the fact tables.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when contact attempt began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when contact attempt ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the contact attempt began.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when contact attempt ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the contact attempt began.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the contact attempt ended.

**Column LOCAL\_START\_TIME**

The local date and time when contact attempt began. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when contact attempt ended. Reserved for future use.

**Column PREVIEW\_COUNT**

The number of times that this contact attempt was previewed by an agent.

**Column PREVIEW\_DURATION**

The duration that the agent spent previewing the contact record in seconds.

**Column DIAL\_COUNT**

Indicates whether this contact attempt resulted in a call being initiated (dialed): 0=No, 1=Yes.

**Column DIAL\_DURATION**

The dial duration for the attempt in milliseconds. This is the time between when the outbound call was initiated and either the called party answered or dialing stopped with a negative call result.

**Column CPD\_COUNT**

Indicates whether this contact attempt had call progress detection performed against it: 0=No, 1=Yes.

**Column CPD\_DURATION**

The call progress duration of the attempt in milliseconds. This is the time between when the called party answered and a call progress detection result was obtained.

**Column TRANSFER\_COUNT**

Indicates whether this contact attempt was transferred from the dialer: 0=No, 1=Yes.

**Column TRANSFER\_DURATION**

The transfer duration of the attempt in milliseconds. This is the time between when the call transfer was initiated and the call was answered by an agent or IVR port.

**Column TALK\_COUNT**

Indicates whether an agent or IVR port talked to the contact involved in this attempt: 0=No, 1=Yes.

**Column TALK\_DURATION**

The talk duration of the attempt in seconds. This is the time that the called party was connected with the first agent or IVR port.

**Column HOLD\_COUNT**

Indicates whether the first agent or IVR port for this attempt put the contact on hold: 0=No, 1=Yes.

**Column HOLD\_DURATION**

The hold duration of the attempt in seconds. This is the time that the called party spent on hold while connected to the first agent or IVR port.

**Column ACW\_COUNT**

Indicates whether the contact attempt had after call work associated with it: 0=No, 1=Yes.

**Column ACW\_DURATION**

The after call work duration of the contact attempt, in seconds.

**Column TOTAL\_DURATION**

The total duration of the attempt, in seconds.

**Column CALL\_ATTEMPT\_ID**

The ID assigned to this processing attempt by OCS.

**Column RECORD\_ID**

The unique identifier for the record in the calling list.

**Column CHAIN\_ID**

The chain identifier of the record being attempted.

**Column CHAIN\_N**

The order of the record being attempted within the chain. For example, a customer, represented by CHAIN\_ID=5, could have the following order of attempts defined in this table:

The first link in the chain (CHAIN\_N=1) could represent the customers home phone (RECORD\_ID=10). The second link in the chain (CHAIN\_N=2) could represent their work phone (RECORD\_ID = 11).

**Column CONTACT\_INFO**

The contact\_info of the record being attempted. The CONTACT\_INFO\_TYPE dimension value indicates the type, such as HomePhone.

**Column ATTEMPT\_ORDINAL**

The attempt number of the record.

**Column DAILY\_FROM\_SECONDS**

Indicates the start of the time frame during which this record can be called; measured in seconds from midnight.

**Column DAILY\_UNTIL\_SECONDS**

Indicates the end of the time frame during which this record can be called; measured in seconds from midnight.

**Column CONTACT\_DAILY\_FROM\_TIME**

The start date and time of the time frame during which this record can be called, in the time zone of the contact.

**Column CONTACT\_DAILY\_UNTIL\_TIME**

The end date and time of the time frame during which this record can be called, in the time zone of the contact.

**Column CONTACT\_IXN\_START\_TIME**

The start date and time of the voice interaction, in the time zone of the contact.

**Column CONTACT\_WITHIN\_DAILY\_RANGE**

Indicates whether the voice interaction started within the time range that this record can be called. (1=yes, 0=no)

**Column DIAL\_SCHED\_TIME**

The time of the scheduled call, in seconds, from 1/1/1970 (GMT).

**Column CONTACT\_DIAL\_SCHED\_TIME**

The date and time of the scheduled call, in the time zone of the contact.

**Column OVERDIAL\_FLAG**

A flag to indicate whether this attempt was overdialed, meaning that a contact was reached, but no agent or IVR port was available to handle the call: 0=No, 1=Yes.

**Column CONTACT\_COMPLETE\_FLAG**

A flag to indicate whether this attempt led to the contact being completed: 0=No, 1=Yes.

**Column RPC\_FLAG**

Indicates whether the right person was contacted during this processing attempt: 0=No, 1=Yes.

**Column CONVERSION\_FLAG**

Indicates whether a conversion was made during this processing attempt: 0=No, 1=Yes.

**Column RECORD\_FIELD\_1 through RECORD\_FIELD\_40**

Value of custom record fields 1-40.

**Column ACTIVE\_FLAG**

Indicates whether the contact attempt is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Index List**

| Code        | U | Description text   |
|-------------|---|--|
| CAF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |

| Code           | U | Description text   |
|----------------|---|--|
| CAF2TNT_FK     |   | Improves access time based on Tenant.                              |
| IDX_CAF_INT_ID |   | Improves access time based on Interaction ID.                      |
| IDX_CAF_CGSF   |   | Improves access time based on the Campaign Group Session Fact Key. |

## Index - CAF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT DATE KEY | Ascending |

## Index - CAF2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Index - IDX\_CAF\_INT\_ID

| Name           | Sort      |
|----------------|-----------|
| INTERACTION ID | Ascending |

## Index - IDX\_CAF\_CGSF

| Name                        | Sort      |
|-----------------------------|-----------|
| CAMP_GROUP_SESSION_FACT_KEY | Ascending |

## Subject Areas

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table CONTACT\_INFO\_TYPE

Allows facts to be described based on attributes of an outbound campaign contact info type. Each row describes one contact info type, such as Home Phone.

## Column List

| Code                   | Data Type    | P | M | F | DV |
|------------------------|--------------|---|---|---|----|
| CONTACT_INFO_TYPE_KEY  | NUMBER(10)   | X | X |   |    |
| CONTACT_INFO_TYPE      | VARCHAR2(32) |   |   |   |    |
| CONTACT_INFO_TYPE_CODE | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY       | NUMBER(10)   |   | X |   |    |

| Code                 | Data Type  | P | M | F | DV |
|----------------------|------------|---|---|---|----|
| UPDATE_AUDIT_KEY     | NUMBER(10) |   | X |   |    |
| GMT_ROW_CREATED_TIME | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE       |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)  |   |   |   |    |

### Column CONTACT\_INFO\_TYPE\_KEY

The surrogate key used to join the Contact Info Type dimension table to the fact tables.

### Column CONTACT\_INFO\_TYPE

The name of the contact information type. One of the following:

No Contact Type

Home Phone

Direct Business Phone

Business With Extension

Mobile

Vacation Phone

Pager

Modem

Voice Mail

Pin Pager

E-Mail Address

This value can change with localization.

### Column CONTACT\_INFO\_TYPE\_CODE

The code for the contact information type. One of the following:

NO\_CONTACT\_TYPE

HOME\_PHONE

DIRECT\_BUSINESS\_PHONE

BUSINESS\_WITH\_EXTENSION

MOBILE

VACATION\_PHONE

PAGER

MODEM

VOICE\_MAIL

PIN\_PAGER

EMAIL\_ADDRESS

This value does not change with localization.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.



**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

**Table CURRENCY**

Allows monetary facts to be described by a particular local currency. Each row describes one monetary currency name by its ISO 4217 currency code and name.

**Column List**

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| CURRENCY_KEY         | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| CURRENCY_CODE        | VARCHAR2(4)  |   |   |   |    |
| CURRENCY_NAME        | VARCHAR2(64) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

**Column CURRENCY\_KEY**

The surrogate key used to join this dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CURRENCY\_CODE**

The ISO 4217-equivalent currency code.

**Column CURRENCY\_NAME**

The currency name.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                | Comment  |
|---------------------|--|
| Interaction         | Represents interactions from a customer experience perspective.  |
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |

**Table CUSTOMER**

Allows data mining of facts by customer attributes. It is expected that this dimension will grow very large. Each row describes a distinct representation of a customer. In addition, this table allows for type 2 attribute changes, whereby each customer may be represented over time by different rows in the table identified by the same customer ID and non-overlapping effective start and end times.

Note: The Genesys Info Mart predefined ETL populates only the CUSTOMER\_KEY, TENANT\_KEY, EXTERNAL\_CUSTOMER\_ID, GMT\_START\_TIME, and GMT\_END\_TIME columns based on attached data and UserEvent-based key-value pair (KVP) data encountered in the interaction source data. ETL reserves the other fields for future use.

**Column List**

| Code                    | Data Type     | P | M | F | DV |
|-------------------------|---------------|---|---|---|----|
| CUSTOMER_KEY            | NUMBER(19)    | X | X |   |    |
| TENANT_KEY              | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY        | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY        | NUMBER(10)    |   | X | X |    |
| SALUTATION              | VARCHAR2(16)  |   |   |   |    |
| FIRST_NAME              | VARCHAR2(64)  |   |   |   |    |
| LAST_NAME               | VARCHAR2(64)  |   |   |   |    |
| SUFFIX                  | VARCHAR2(16)  |   |   |   |    |
| TITLE                   | VARCHAR2(64)  |   |   |   |    |
| EXTERNAL_CUSTOMER_ID    | VARCHAR2(255) |   |   |   |    |
| CITY_NAME               | VARCHAR2(255) |   |   |   |    |
| COUNTY_NAME             | VARCHAR2(255) |   |   |   |    |
| STATE_NAME              | VARCHAR2(64)  |   |   |   |    |
| PRIMARY_ZIP_CODE        | VARCHAR2(16)  |   |   |   |    |
| SECONDARY_ZIP_CODE      | VARCHAR2(16)  |   |   |   |    |
| COUNTRY_NAME            | VARCHAR2(64)  |   |   |   |    |
| WORLD_REGION            | VARCHAR2(64)  |   |   |   |    |
| GENDER                  | VARCHAR2(20)  |   |   |   |    |
| AGE_GROUP               | VARCHAR2(20)  |   |   |   |    |
| INCOME_BAND             | VARCHAR2(64)  |   |   |   |    |
| CUSTOMER_SEGMENT        | VARCHAR2(255) |   |   |   |    |
| HOME_EMAIL              | VARCHAR2(255) |   |   |   |    |
| HOME_EMAIL_DOMAIN       | VARCHAR2(255) |   |   |   |    |
| WORK_EMAIL              | VARCHAR2(255) |   |   |   |    |
| WORK_EMAIL_DOMAIN       | VARCHAR2(255) |   |   |   |    |
| HOME_PHONE_COUNTRY_CODE | VARCHAR2(5)   |   |   |   |    |
| HOME_PHONE_AREA_CODE    | VARCHAR2(10)  |   |   |   |    |
| HOME_PHONE_NUMBER       | VARCHAR2(64)  |   |   |   |    |
| CELL_PHONE_COUNTRY_CODE | VARCHAR2(5)   |   |   |   |    |
| CELL_PHONE_AREA_CODE    | VARCHAR2(10)  |   |   |   |    |
| CELL_PHONE_NUMBER       | VARCHAR2(64)  |   |   |   |    |
| WORK_PHONE_COUNTRY_CODE | VARCHAR2(5)   |   |   |   |    |
| WORK_PHONE_AREA_CODE    | VARCHAR2(10)  |   |   |   |    |
| WORK_PHONE_NUMBER       | VARCHAR2(64)  |   |   |   |    |
| CONTACT_FREQUENCY       | NUMBER(10)    |   |   |   |    |

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| CONTACT_RECENCY      | NUMBER(10)   |   |   |   |    |
| CONTACT_MEDIA        | VARCHAR2(64) |   |   |   |    |
| FIRST_CONTACT_DATE   | DATE         |   |   |   |    |
| LAST_CONTACT_DATE    | DATE         |   |   |   |    |
| GMT_START_TIME       | DATE         |   |   |   |    |
| GMT_END_TIME         | DATE         |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

**Column CUSTOMER\_KEY**

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column SALUTATION**

The customer salutation; for example, Mr., Mrs., Ms. Reserved for future use.

**Column FIRST\_NAME**

The customer's first name. Reserved for future use.

**Column LAST\_NAME**

The customer's last name. Reserved for future use.

**Column SUFFIX**

The customer suffix; for example, Jr., Sr. Reserved for future use.

**Column TITLE**

The title used by the customer; for example, Advocate, Doctor. Reserved for future use.

**Column EXTERNAL\_CUSTOMER\_ID**

The customer ID as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field's value is referenced by the user-defined key having an ID of 10053.

**Column CITY\_NAME**

The name of the city in which the customer resides. Reserved for future use.

**Column COUNTY\_NAME**

The name of the county in which the customer resides. Reserved for future use.

**Column STATE\_NAME**

The name of the state in which the customer resides. Reserved for future use.

**Column PRIMARY\_ZIP\_CODE**

The customer's primary zip code. This is the first characters of the 5+4 character zip code in the United States. Reserved for future use.

**Column SECONDARY\_ZIP\_CODE**

The customer's secondary zip code. This is the last four characters of the 5+4 character zip code in the United States. Reserved for future use.

**Column COUNTRY\_NAME**

The name of the country where the customer resides. Reserved for future use.

**Column WORLD\_REGION**

The region of the country in the world; for example, Americas, Asia Pacific, Europe. Reserved for future use.

**Column GENDER**

The customer's gender. Reserved for future use.

**Column AGE\_GROUP**

The customer's age group. Reserved for future use.

**Column INCOME\_BAND**

The customer's income bracket. Reserved for future use.

**Column CUSTOMER\_SEGMENT**

The value of the customer to a business line. Reserved for future use.

**Column HOME\_EMAIL**

The user name part of the customer's home e-mail address. Reserved for future use.

**Column HOME\_EMAIL\_DOMAIN**

The domain part of the customer's home e-mail address. Reserved for future use.

**Column WORK\_EMAIL**

The user name part of the customer's work e-mail address. Reserved for future use.

**Column WORK\_EMAIL\_DOMAIN**

The domain part of the customer's work e-mail address. Reserved for future use.

**Column HOME\_PHONE\_COUNTRY\_CODE**

The country code of the customer's home telephone number. Reserved for future use.

**Column HOME\_PHONE\_AREA\_CODE**

The area code of the customer's home telephone number. Reserved for future use.

**Column HOME\_PHONE\_NUMBER**

The phone number of the customer's home telephone (excluding country and area codes.) Reserved for future use.

**Column CELL\_PHONE\_COUNTRY\_CODE**

The country code of the customer's cell telephone number. Reserved for future use.

**Column CELL\_PHONE\_AREA\_CODE**

The area code of the customer's cell telephone number. Reserved for future use.

**Column CELL\_PHONE\_NUMBER**

The phone number of the customer's cell telephone (excluding country and area codes.) Reserved for future use.

**Column WORK\_PHONE\_COUNTRY\_CODE**

The country code of the customer's work telephone number. Reserved for future use.

**Column WORK\_PHONE\_AREA\_CODE**

The area code of the customer's work telephone number. Reserved for future use.

**Column WORK\_PHONE\_NUMBER**

The phone number of the customer's work telephone (excluding country and area codes). Reserved for future use.

**Column CONTACT\_FREQUENCY**

The total number of times that the customer has contacted the contact center. Reserved for future use.

**Column CONTACT\_RECENCY**

The number of times the customer has contacted the contact center in the last two months. Reserved for future use.

**Column CONTACT\_MEDIA**

The medium most often used by the customer; for example, Voice. Reserved for future use.

**Column FIRST\_CONTACT\_DATE**

The earliest date that contact was established with the customer. Reserved for future use.

**Column LAST\_CONTACT\_DATE**

The most recent date that contact was established with the customer. Reserved for future use.

**Column GMT\_START\_TIME**

The effective, GMT-equivalent start date and time of this representation of the customer.

**Column GMT\_END\_TIME**

The effective, GMT-equivalent end date and time of this representation of the customer.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                 | Comment   |
|----------------------|---|
| Interaction          | Represents interactions from a customer experience perspective.   |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

## Table DATA\_MIGRATION

This table maintains information about the progress of data migration of Info Mart tables from a previous schema to the current schema. Prior to the initial run of Job\_MigrateGIM, this table gets prepopulated with records outlining the initial data migration plan. Refer to the *Genesys Info Mart 7.6 Operations Guide* for further information about how Job\_MigrateGIM migrates data, which tables are migrated first, and options that control data migration.

## Column List

| Code                      | Data Type     | P | M | F | DV |
|---------------------------|---------------|---|---|---|----|
| ID                        | NUMBER(10)    | X | X |   |    |
| TABLE_NAME                | VARCHAR2(255) |   | X |   |    |
| TARGET_SCHEMA_VERSION     | VARCHAR2(255) |   | X |   |    |
| JOB_VERSION               | VARCHAR2(32)  |   | X |   |    |
| EARLIEST_MIGRATED_ID      | NUMBER(19)    |   |   |   |    |
| EARLIEST_MIGRATED_TIME    | DATE          |   |   |   |    |
| EARLIEST_MIGRATED_TIME_TS | NUMBER(19)    |   |   |   |    |
| MIGRATED_ROWS             | NUMBER(19)    |   |   |   |    |
| NUMBER_OF_COMMITS         | NUMBER(10)    |   |   |   |    |
| COMPLETED_FLAG            | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE          |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)     |   |   |   |    |

### Column ID

The primary key of this table.

### Column TABLE\_NAME

The name of the Info Mart table targeted for migration. The name of a particular Info Mart table appears in this field only if data migration has begun for that table. Depending on the size of your Info Mart, the data migration of some of the targeted tables may be long running, including the following:



DT\_RES\_STATE\_FACT  
DT\_RES\_STATE\_REASON\_FACT  
MMEDIA\_I\_XN\_FACT\_EXT  
MMEDIA\_SEG\_FACT\_EXT  
MEDIATION\_SEGMENT\_FACT  
R\_MMEDIA\_I\_XN\_FACT\_EXT  
R\_MMEDIA\_SEG\_FACT\_EXT

**Column TARGET\_SCHEMA\_VERSION**

The target version of the Genesys Info Mart schema; for example, "7.6.001.05".

**Column JOB\_VERSION**

The version of the Genesys Info Mart Server performing the migration.

**Column EARLIEST\_MIGRATED\_ID**

The maximum unique ID or key for the data to be migrated. Data is migrated from newest (most recent) to oldest (least recent).

**Column EARLIEST\_MIGRATED\_TIME**

The maximum date and time that data is to be migrated. Data is migrated from newest (most recent) to oldest (least recent).

**Column EARLIEST\_MIGRATED\_TIME\_TS**

The UTC-equivalent value of the EARLIEST\_MIGRATED\_TIME field.

**Column MIGRATED\_ROWS**

The number of rows that were migrated for the Info Mart table identified in the TABLE field.

**Column NUMBER\_OF\_COMMITS**

The number of database commits that have been issued.

**Column COMPLETED\_FLAG**

A flag indicating whether data migration has completed for the Info Mart table identified in the TABLE\_NAME field: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether this row is eligible to be purged: 0 = No, 1 = Yes.

**Table DATE\_TIME**

Allows facts to be described by attributes of standard calendar date and 15-minute time interval. This dimension is not time-zone specific. Each row describes one date and a 15-minute time interval for that date. This table enables aggregation along an arbitrary time interval.

Values describing the weeks in which dates belong are fixed to begin on Sunday, with the exception of the first week of the year, which may contain less than seven days and may start on a day other than Sunday. The last week of a year may also contain less than seven days.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not. The Genesys Info Mart Server populates this table with predefined values ranging from January 1, 2006 to December 31, 2013 upon initialization. This amounts to roughly 280,000 rows, plus a single row for the last 15-minute interval of December 31, 2013. A single row containing a date in 2025 is included to serve a special purpose. This future date earmarks a tentative end time for active facts so that applications do not have to test for null.

The DATE\_TIME\_NEXT\_\* keys facilitate the retrieval of data for a defined reporting interval by identifying all of the rows in the table that define the upper boundary of the reporting interval.

The LABEL\_\* fields provide various string representations of a standard calendar date and/or 15-minute interval.

The RUNNING\_\* fields facilitate the search of facts for the last x number of years, quarters, months, weeks, days, hours, or subhours.

**Column List**

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| DATE_TIME_KEY            | NUMBER(10) | X | X |   |    |
| DATE_TIME_30MIN_KEY      | NUMBER(10) |   |   |   |    |
| DATE_TIME_HOUR_KEY       | NUMBER(10) |   | X |   |    |
| DATE_TIME_DAY_KEY        | NUMBER(10) |   | X |   |    |
| DATE_TIME_WEEK_KEY       | NUMBER(10) |   | X |   |    |
| DATE_TIME_MONTH_KEY      | NUMBER(10) |   | X |   |    |
| DATE_TIME_QUARTER_KEY    | NUMBER(10) |   | X |   |    |
| DATE_TIME_YEAR_KEY       | NUMBER(10) |   | X |   |    |
| DATE_TIME_NEXT_KEY       | NUMBER(10) |   | X |   |    |
| DATE_TIME_NEXT_30MIN_KEY | NUMBER(10) |   |   |   |    |
| DATE_TIME_NEXT_HOUR_KEY  | NUMBER(10) |   | X |   |    |

| Code                         | Data Type    | P | M | F | DV |
|------------------------------|--------------|---|---|---|----|
| DATE_TIME_NEXT_DAY_KEY       | NUMBER(10)   |   | X |   |    |
| DATE_TIME_NEXT_WEEK_KEY      | NUMBER(10)   |   | X |   |    |
| DATE_TIME_NEXT_MONTH_KEY     | NUMBER(10)   |   | X |   |    |
| DATE_TIME_NEXT_QUARTER_KEY   | NUMBER(10)   |   | X |   |    |
| DATE_TIME_NEXT_YEAR_KEY      | NUMBER(10)   |   | X |   |    |
| CREATE_AUDIT_KEY             | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY             | NUMBER(10)   |   | X |   |    |
| CAL_DATE                     | DATE         |   |   |   |    |
| CAL_DATE_STRING              | VARCHAR2(64) |   |   |   |    |
| CAL_DAY_NUM_IN_WEEK          | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NAME                 | VARCHAR2(32) |   |   |   |    |
| CAL_DAY_NUM_IN_MONTH         | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NUM_IN_YEAR          | NUMBER(5)    |   |   |   |    |
| CAL_LAST_DAY_IN_WEEK         | NUMBER(1)    |   |   |   |    |
| CAL_LAST_DAY_IN_MONTH        | NUMBER(1)    |   |   |   |    |
| CAL_WEEK_NUM_IN_YEAR         | NUMBER(5)    |   |   |   |    |
| WEEK_YEAR                    | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_WEEK_NUM            | VARCHAR2(32) |   |   |   |    |
| CAL_WEEK_START_DATE          | DATE         |   |   |   |    |
| CAL_WEEK_END_DATE            | DATE         |   |   |   |    |
| CAL_MONTH_NUM_IN_YEAR        | NUMBER(5)    |   |   |   |    |
| CAL_MONTH_NUM_IN_YEAR_STRING | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_DAY_NUM       | VARCHAR2(32) |   |   |   |    |
| CAL_MONTH_NAME               | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH               | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_NUM           | VARCHAR2(32) |   |   |   |    |
| CAL_QUARTER_NUM_IN_YEAR      | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_QUARTER             | VARCHAR2(32) |   |   |   |    |
| CAL_HALF_NUM_IN_YEAR         | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_HALF_YEAR           | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_NUM                 | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_STRING              | VARCHAR2(32) |   |   |   |    |
| CAL_SHORT_YEAR_STRING        | VARCHAR2(32) |   |   |   |    |
| CAL_HOUR_NUM_IN_DAY          | NUMBER(5)    |   |   |   |    |
| CAL_HOUR_NUM_IN_DAY_STRING   | VARCHAR2(32) |   |   |   |    |
| CAL_HOUR_24_NUM_IN_DAY       | NUMBER(5)    |   |   |   |    |

| Code                          | Data Type    | P | M | F | DV |
|-------------------------------|--------------|---|---|---|----|
| CAL_HOUR_24_NUM_IN_DAY_STRING | VARCHAR2(32) |   |   |   |    |
| CAL_MINUTE_NUM_IN_HOUR        | NUMBER(5)    |   |   |   |    |
| CAL_30MINUTE_NUM_IN_HOUR      | NUMBER(5)    |   |   |   |    |
| LABEL_YYYY                    | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_QQ                 | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM                 | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_WE                 | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD              | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH           | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH24         | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH_30MI      | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH24_30MI    | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH_MI        | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH24_MI      | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH_15INT     | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH24_15INT   | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH_30INT     | VARCHAR2(32) |   |   |   |    |
| LABEL_YYYY_MM_DD_HH24_30INT   | VARCHAR2(32) |   |   |   |    |
| LABEL_QQ                      | VARCHAR2(32) |   |   |   |    |
| LABEL_MM                      | VARCHAR2(32) |   |   |   |    |
| LABEL_WE                      | VARCHAR2(32) |   |   |   |    |
| LABEL_DD                      | VARCHAR2(32) |   |   |   |    |
| LABEL_HH                      | VARCHAR2(32) |   |   |   |    |
| LABEL_HH24                    | VARCHAR2(32) |   |   |   |    |
| LABEL_30MI                    | VARCHAR2(32) |   |   |   |    |
| LABEL_MI                      | VARCHAR2(32) |   |   |   |    |
| TIME_INTERVAL_15_MINUTE       | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_30_MINUTE       | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_60_MINUTE       | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_15_MINUTE_NUM   | NUMBER(10)   |   |   |   |    |
| TIME_INTERVAL_30_MINUTE_NUM   | NUMBER(10)   |   |   |   |    |
| TIME_INTERVAL_60_MINUTE_NUM   | NUMBER(10)   |   |   |   |    |
| AMPM_INDICATOR                | VARCHAR2(4)  |   |   |   |    |
| RUNNING_YEAR_NUM              | NUMBER(10)   |   |   |   |    |
| RUNNING_QUARTER_NUM           | NUMBER(10)   |   |   |   |    |
| RUNNING_MONTH_NUM             | NUMBER(10)   |   |   |   |    |

| Code                 | Data Type  | P | M | F | DV |
|----------------------|------------|---|---|---|----|
| RUNNING_WEEK_NUM     | NUMBER(10) |   |   |   |    |
| RUNNING_DAY_NUM      | NUMBER(10) |   |   |   |    |
| RUNNING_HOUR_NUM     | NUMBER(10) |   |   |   |    |
| RUNNING_30MIN_NUM    | NUMBER(10) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE       |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)  |   |   |   |    |

### Column DATE\_TIME\_KEY

The primary key of this table, used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field is monotonically increasing to facilitate the calculation of time interval ranges.

### Column DATE\_TIME\_30MIN\_KEY

The surrogate key used to join a particular 30-minute interval in this table to the fact and aggregate tables. Two rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the 30-minute interval.

### Column DATE\_TIME\_HOUR\_KEY

The surrogate key used to join a particular hour in this table to the fact and aggregate tables. Four rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the hour interval.

### Column DATE\_TIME\_DAY\_KEY

The surrogate key used to join a particular day in this table to the fact and aggregate tables. Forty-eight rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the day interval.

### Column DATE\_TIME\_WEEK\_KEY

The surrogate key used to join a particular week in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the week interval.

### Column DATE\_TIME\_MONTH\_KEY

The surrogate key used to join a particular month in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the month interval.

### Column DATE\_TIME\_QUARTER\_KEY

The surrogate key used to join a particular quarter in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the quarter interval.

**Column DATE\_TIME\_YEAR\_KEY**

The surrogate key used to join a particular year in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY representing the start of the year interval.

**Column DATE\_TIME\_NEXT\_KEY**

Points to the next record of this table. This value is DATE\_TIME\_KEY+1.

**Column DATE\_TIME\_NEXT\_30MIN\_KEY**

Points to the DATE\_TIME\_30MIN\_KEY record that represents the next 30-minute period.

**Column DATE\_TIME\_NEXT\_HOUR\_KEY**

Points to the DATE\_TIME\_HOUR\_KEY record that represents the next hour.

**Column DATE\_TIME\_NEXT\_DAY\_KEY**

Points to the DATE\_TIME\_DAY\_KEY record that represents the next calendar day.

**Column DATE\_TIME\_NEXT\_WEEK\_KEY**

Points to the DATE\_TIME\_WEEK\_KEY record that represents the next calendar week.

**Column DATE\_TIME\_NEXT\_MONTH\_KEY**

Points to the DATE\_TIME\_MONTH\_KEY record that represents the next calendar month.

**Column DATE\_TIME\_NEXT\_QUARTER\_KEY**

Points to the DATE\_TIME\_QUARTER\_KEY record that represents the next calendar quarter.

**Column DATE\_TIME\_NEXT\_YEAR\_KEY**

Points to the DATE\_TIME\_YEAR\_KEY record that represents the next year.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT dimension. Specifies the lineage for data update.

**Column CAL\_DATE**

The calendar date expressed in date format.

**Column CAL\_DATE\_STRING**

The calendar date specified as a string; for example, "01/31/2009".

**Column CAL\_DAY\_NUM\_IN\_WEEK**

The day number of a week starting with 1 for Sunday and ending with 7 for Saturday. This numbering assignment cannot be changed.

**Column CAL\_DAY\_NAME**

The calendar day name; for example, "Sunday".

**Column CAL\_DAY\_NUM\_IN\_MONTH**

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

**Column CAL\_DAY\_NUM\_IN\_YEAR**

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

**Column CAL\_LAST\_DAY\_IN\_WEEK**

The indicator for the last day of the calendar week: 0=No, 1=Yes. For example, this value may be 0 for Wednesday records and 1 for Saturday records.

**Column CAL\_LAST\_DAY\_IN\_MONTH**

The indicator for the last day of the calendar month: 0=No, 1=Yes. For example, this value is set to 0 for January 16 and 1 for January 31.

**Column CAL\_WEEK\_NUM\_IN\_YEAR**

The week number in the calendar year, starting with 1 and ending with 53. The first week begins on the first day of the calendar year and may contain less than seven days. Likewise, the last week, ending with the last day of the year, may contain less than seven days.

**Column WEEK\_YEAR**

The year for the week number to which this day belongs. For this release, the week year matches the calendar year.

**Column CAL\_YEAR\_WEEK\_NUM**

The week number in the calendar year in YYYYWW format; for example, "200923" for the 23rd week in 2009.

**Column CAL\_WEEK\_START\_DATE**

The start date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week start date. For example, this value is March 8, 2009 for all dates between March 8, 2009 and March 14, 2009.

**Column CAL\_WEEK\_END\_DATE**

The end date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week end-date. For example, this value is March 14, 2009 for all dates between March 8, 2009 and March 14, 2009.

**Column CAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

**Column CAL\_MONTH\_NUM\_IN\_YEAR\_STRING**

The month number in the calendar year as a text string, starting with "01" for January and ending with "12" for December.

**Column CAL\_YEAR\_MONTH\_DAY\_NUM**

The date expressed as a string in YYYYMMDD format; for example, "20090329" for March 29, 2009.

**Column CAL\_MONTH\_NAME**

The calendar month name; for example, "January".

**Column CAL\_YEAR\_MONTH**

The date expressed as a string in YYYYMmm format; for example, "2009Jan", for January, 2009.

**Column CAL\_YEAR\_MONTH\_NUM**

The date expressed as a string in YYYYMM format; for example, "200408" for August, 2009.

**Column CAL\_QUARTER\_NUM\_IN\_YEAR**

The number of the quarter in the calendar year, starting with 1 for the first quarter (January 1 through March 31) and ending with 4 for the fourth quarter (October 1 through December 31).

**Column CAL\_YEAR\_QUARTER**

The quarter of the calendar year expressed as a string in YYYYQQ format; for example, "2009Q1" for the first quarter of 2009.

**Column CAL\_HALF\_NUM\_IN\_YEAR**

The number of the half calendar year, starting with 1 for January 1st through June 30th and ending with 2 for July 1st through December 31st.

**Column CAL\_YEAR\_HALF\_YEAR**

The calendar year and half calendar year in YYYYHH format; for example, "2009H1".



**Column CAL\_YEAR\_NUM**

The Gregorian year expressed as a 4-digit integer; for example, 2009.

**Column CAL\_YEAR\_STRING**

The Gregorian year expressed as a string in YYYY format; for example, "2009".

**Column CAL\_SHORT\_YEAR\_STRING**

The Gregorian year expressed as a string in YY format; for example, "09" to indicate 2009. This table does not store values prior to "06" (indicating 2006).

**Column CAL\_HOUR\_NUM\_IN\_DAY**

The hour of the day expressed as an integer from 1-12. This field is intended to be used in conjunction with the AMPM\_INDICATOR field.

**Column CAL\_HOUR\_NUM\_IN\_DAY\_STRING**

The hour of the day expressed as a string from "01" to "12". This field is intended to be used in conjunction with the AMPM\_INDICATOR field.

**Column CAL\_HOUR\_24\_NUM\_IN\_DAY**

The hour of the day as a string from "00" to "23".

**Column CAL\_HOUR\_24\_NUM\_IN\_DAY\_STRING**

The hour of the day as a text string from 00-23.

**Column CAL\_MINUTE\_NUM\_IN\_HOUR**

The 15-minute number of the hour. This value is:

- 0: for 0 <= min < 15
- 15: for 15 <= min < 30
- 30: for 30 <= min < 45
- 45: for 45 <= min < 60

**Column CAL\_30MINUTE\_NUM\_IN\_HOUR**

The 30-minute number of the hour. This value is:

- 0: for 0 <= min < 30
- 30: for 30 <= min < 60

**Column LABEL\_YYYY**

The current date expressed as a string in YYYY format, where YYYY represents a 4-digit year; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008".

**Column LABEL\_YYYY\_QQ**

The current date expressed as a string in YYYY QQ format, where QQ represents the number of the quarter (1-4) followed by the letter "Q", which is not localizable; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008 1Q".

**Column LABEL\_YYYY\_MM**

The current date expressed as a string in YYYY-MM format, where MM represents the 2-digit month; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01".

**Column LABEL\_YYYY\_WE**

The current date expressed as a string in YYYY-WE format, where WE represents the 2-digit week number of the year; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-05" (January 30, 2008 fell in the fifth week of the year).

**Column LABEL\_YYYY\_MM\_DD**

The current date expressed as a string in YYYY-MM-DD format, where DD represents the 2-digit day of the month; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30".

**Column LABEL\_YYYY\_MM\_DD\_HH**

The current date expressed as a string in YYYY-MM-DD HH format, where HH values range from 01 to 12; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03".

**Column LABEL\_YYYY\_MM\_DD\_HH24**

The current date expressed as a string in YYYY-MM-DD HH format where HH values range from 01 to 24; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15".

**Column LABEL\_YYYY\_MM\_DD\_HH\_30MI**

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 12 and mm represents the closest 30-minute period less than or equal to the actual minute. This field is useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:30".

**Column LABEL\_YYYY\_MM\_DD\_HH24\_30MI**

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24 and mm represents the closest 30-minute period less than or equal to the actual minute. This field is useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15:30".

**Column LABEL\_YYYY\_MM\_DD\_HH\_MI**

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:45".

**Column LABEL\_YYYY\_MM\_DD\_HH24\_MI**

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15:45".

**Column LABEL\_YYYY\_MM\_DD\_HH\_15INT**

The current date expressed as a string in YYYY-MM-DD 15INT format where 15INT represents the 15-minute interval within the day; hour values range from 01 to 12. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:45-04:00".

**Column LABEL\_YYYY\_MM\_DD\_HH24\_15INT**

The current date expressed as a string in YYYY-MM-DD 15INT format where 15INT represents the 15-minute interval within the day; hour values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15:45-16:00".

**Column LABEL\_YYYY\_MM\_DD\_HH\_30INT**

The current date expressed as a string in YYYY-MM-DD 30INT format where 30INT represents the 30-minute interval within the day; hour values range from 01 to 12. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:30-04:00".

**Column LABEL\_YYYY\_MM\_DD\_HH24\_30INT**

The current date expressed as a string in YYYY-MM-DD 30INT format where 30INT represents the 30-minute interval within the day; hour values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15:30-16:00".

**Column LABEL\_QQ**

A string representation of the current date expressed in QQ format, where QQ represents the number of the quarter (1-4) followed by the letter "Q", which is not localizable. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "1Q".

**Column LABEL\_MM**

A string representation of the current date expressed in MM format, where MM represents the 2-digit month. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "01".

### Column LABEL\_WE

A string representation of the current date expressed in WE format, where WE represents the 2-digit week number of the year. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "05". (January 30, 2008 falls in the fifth week of the year.)

### Column LABEL\_DD

A string representation of the current date expressed in DD format, where DD represents the 2-digit day of the month. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "30".

### Column LABEL\_HH

A string representation of the current date expressed in HH format, where HH values range from 01 to 12. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "03".

### Column LABEL\_HH24

A string representation of the current date expressed in HH format, where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "15".

### Column LABEL\_30MI

A string representation of the current date expressed in mm format where mm represents the closest 30-minute period less than or equal to the actual minute. For example, the label this field stores for January 29, 2008 at 15:45 is "30".

### Column LABEL\_MI

A string representation of the current date expressed in mm format, where mm represents the actual minute. For example, the label this field stores for January 30, 2008 at 15:45 is "45".

### Column TIME\_INTERVAL\_15\_MINUTE

The 15-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:14) and ending with "96" for (23:45 through 23:59).

### Column TIME\_INTERVAL\_30\_MINUTE

The 30-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:29) and ending with "48" (for 23:30 through 23:59).

### Column TIME\_INTERVAL\_60\_MINUTE

The 60-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:59) and ending with "24" (for 23:00 through 23:59).

**Column TIME\_INTERVAL\_15\_MINUTE\_NUM**

The 15-minute interval of the day, starting with 1 (for 00:00 through 00:14) and ending with 96 for (23:45 through 23:59).

**Column TIME\_INTERVAL\_30\_MINUTE\_NUM**

The 30-minute interval of the day, starting with 1 (for 00:00 through 00:29) and ending with 48 (for 23:30 through 23:59).

**Column TIME\_INTERVAL\_60\_MINUTE\_NUM**

The 60-minute interval of the day, starting with 1 (for 00:00 through 00:59) and ending with 24 (for 23:00 through 23:59).

**Column AMPM\_INDICATOR**

Indicates the period between midnight and noon ("AM" for a.m.) or between noon and midnight ("PM" for p.m.).

**Column RUNNING\_YEAR\_NUM**

The predefined running year number, starting with 1 for the first predefined year (2006).

**Column RUNNING\_QUARTER\_NUM**

The predefined running quarter number, starting with 1 as the first quarter of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-4 for the four quarters of the first predefined year (2006), 5-8 for the four quarters of the second predefined year (2007), and so forth.

**Column RUNNING\_MONTH\_NUM**

The predefined running month number, starting with 1 as the first month of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-12 for the 12 months of the first predefined year (2006), 13-24 for the 12 months of the second predefined year (2007), and so forth.

**Column RUNNING\_WEEK\_NUM**

The predefined running week number, starting with 1 as the first week of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-53 for the 53 weeks of the first predefined year (2006), 54-107 for the 53 weeks of the second predefined year (2007), and so forth.

**Column RUNNING\_DAY\_NUM**

The predefined running day number, starting with 1 as the first day of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-365 for the 365 days of the first predefined year (2006), 366-731 for the 366 days of the second predefined year (2007), and so forth.

**Column RUNNING\_HOUR\_NUM**

The predefined running hour number, starting with 1 as the first hour of the first predefined day of 2006. Running hours do not reset at the beginning of each day, so this value is 1-24 for the 24 hours of the first predefined day (1/1/2006), 25-48 for the 24 hours of the second predefined day (1/2/2006), and so forth.

**Column RUNNING\_30MIN\_NUM**

The predefined running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of 2006. Running 30-minute periods do not reset at the beginning of each hour, so this value is 1-2 for the two 30-minute intervals of the first hour of 1/1/2006, 3-4 for the two 30-minute intervals in the second hour of this day, and so forth.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created. As all rows are populated simultaneously, this field holds the same time for all records.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code             | U | Description text  |
|------------------|---|---|
| IDX_DT_30        |   | Improves access time based on a 30-minute key.  |
| IDX_DT_NEXT30    |   | Improves access time based on the next 30-minute key.   |
| IDX_DT_NEXT      |   | Improves access time based on the key of the next record.                                     |
| IDX_DT_30_INT    |   | Improves access time based on the 30-minute key, the next 30-minute key, and the primary key. |
| IDX_DT_HOUR_INT  |   | Improves access time based on the hour key, the next hour key, and the primary key.           |
| IDX_DT_DAY_INT   |   | Improves access time based on the day key, the next day key, and the primary key.             |
| IDX_DT_MONTH_INT |   | Improves access time based on the month key, the next month key, and the primary key.         |
| IDX_DT_CAL_DATE  |   | Improves access time based on the calendar date.  |
| IDX_DT_DAY_NUM   |   | Improves access time based on the predefined running day number.                              |

**Index - IDX\_DT\_30**

| Name                | Sort      |
|---------------------|-----------|
| DATE_TIME_30MIN_KEY | Ascending |

## Index - IDX\_DT\_NEXT30

| Name                     | Sort      |
|--------------------------|-----------|
| DATE_TIME_NEXT_30MIN_KEY | Ascending |

## Index - IDX\_DT\_NEXT

| Name               | Sort      |
|--------------------|-----------|
| DATE_TIME_NEXT_KEY | Ascending |

## Index - IDX\_DT\_30\_INT

| Name                     | Sort      |
|--------------------------|-----------|
| DATE_TIME_30MIN_KEY      | Ascending |
| DATE_TIME_NEXT_30MIN_KEY | Ascending |
| DATE TIME KEY            | Ascending |

## Index - IDX\_DT\_HOUR\_INT

| Name                    | Sort      |
|-------------------------|-----------|
| DATE_TIME_HOUR_KEY      | Ascending |
| DATE_TIME_NEXT_HOUR_KEY | Ascending |
| DATE TIME KEY           | Ascending |

## Index - IDX\_DT\_DAY\_INT

| Name                   | Sort      |
|------------------------|-----------|
| DATE_TIME_DAY_KEY      | Ascending |
| DATE_TIME_NEXT_DAY_KEY | Ascending |
| DATE TIME KEY          | Ascending |

## Index - IDX\_DT\_MONTH\_INT

| Name                     | Sort      |
|--------------------------|-----------|
| DATE_TIME_MONTH_KEY      | Ascending |
| DATE_TIME_NEXT_MONTH_KEY | Ascending |
| DATE TIME KEY            | Ascending |

## Index - IDX\_DT\_CAL\_DATE

| Name     | Sort      |
|----------|-----------|
| CAL DATE | Ascending |

## Index - IDX\_DT\_DAY\_NUM

| Name            | Sort      |
|-----------------|-----------|
| RUNNING_DAY_NUM | Ascending |

## Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_Agent_Q            | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.                   |
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval.   |
| Aggr2_Inb_V_I_Ag_State_Reason  | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggr2_Inb_V_I_Ixn_Agent        | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.   |
| Aggr2_Inb_V_Ixn_Agent          | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.  |
| Aggr2_Inb_V_Ixn_Agent_Grp      | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.   |
| Aggr2_Inb_V_Ixn_IxnDscr        | Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center. |
| Aggr2_Inb_V_Q                  | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.  |
| Aggr2_Inb_V_Q_Abn              | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.   |
| Aggr2_Inb_V_Q_Ans              | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.  |
| Aggr2_Inb_V_Q_Group            | Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.                           |
| Aggr2_Out_V_Ixn_Agent          | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                            |
| Aggr2_Out_V_Ixn_Agent_Grp      | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                           |
| Aggregate_Control              | Represents control and audit information for summary data tables.   |
| Interaction_Resource           | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.   |
| Interaction_Resource_State     | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.   |



| Code                          | Comment  |
|-------------------------------|--|
| Mediation_Segment             | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof. |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.                           |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.  |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.   |

## Table DIALING\_MODE

This table allows facts to be described based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

### Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| DIALING_MODE_KEY     | NUMBER(10)   | X | X |   |    |
| DIALING_MODE         | VARCHAR2(32) |   |   |   |    |
| DIALING_MODE_CODE    | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

### Column DIALING\_MODE\_KEY

The surrogate key used to join this dimension table to the fact tables.

### Column DIALING\_MODE

The dialing mode. One of the following:

None

Unknown Dialing Mode

Predictive

Progressive

Preview

Progressive with seizing

Predictive with seizing

Power

Power with seizing

Push Preview

Progressive GVP

Predictive GVP

**Power GVP**

These values change with localization.

**Column DIALING\_MODE\_CODE**

The dialing mode code. One of the following values:

NONE

UNKNOWN\_DIALING\_MODE

PREDICTIVE

PROGRESSIVE\_PREVIEW

PROGRESSIVE\_WITH\_SEIZING

PREDICTIVE\_WITH\_SEIZING

POWER

POWER\_WITH\_SEIZING

PUSH\_PREVIEW

PROGRESSIVE\_GVP

PREDICTIVE\_GVP

POWER\_GVP

This value does not change with localization.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table DT\_DND\_FACT

Each row in this table describes a state of the Do Not Disturb (DND) feature, relative to a given media type (and DN for voice). The grain of the fact is an accumulating snapshot that represents the duration of DND. The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in two time zones (GMT and standard). The place associated with the DND state is also included as a dimensional reference. Both active and completed DND states are written to this table.

Data in this table is sourced exclusively from IDB.

### Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| DT_DND_FACT_KEY                | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| RESOURCE_SESSION_FACT_KEY      | NUMBER(19) |   |   | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |

| Code       | Data Type | P | M | F | DV |
|------------|-----------|---|---|---|----|
| PURGE_FLAG | NUMBER(1) |   |   |   |    |

**Column DT\_DND\_FACT\_KEY**

The primary key of this table.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the DND starting date in the GMT time zone.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the DND starting date in the GMT time zone.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the DND starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the DND starting date in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the DND starting date in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the DND starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the DND starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the associated resource belongs.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join records in this table to a specific media type in the MEDIA\_TYPE dimension.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent associated with the login session.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific DN associated with the login session. For nonvoice media, this field references the default "No Resource" dimension value.

**Column PLACE\_KEY**

The surrogate key used to join this table to the PLACE dimension to identify the place associated with the DND state.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column RESOURCE\_SESSION\_FACT\_KEY**

The surrogate key used to join this table to the RESOURCE\_SESSION dimension to identify the specific login session of the DND state. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the DND state began.

**Column GMT\_END\_TIME**

The value of this field depends on the value the ACTIVE\_FLAG field. For an inactive row, this field represents the GMT-equivalent date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the DND state began.

**Column STD\_ENTERPRISE\_END\_TIME**

The value of this field depends on the value the ACTIVE\_FLAG field. For an inactive row, this field represents the standard enterprise date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the DND state began.

**Column STD\_TENANT\_END\_TIME**

The value of this field depends on the value the ACTIVE\_FLAG field. For an inactive row, this field represents the standard tenant date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

**Column TOTAL\_DURATION**

The total duration, in seconds, that the DND state was active.

**Column ACTIVE\_FLAG**

Indicates whether the DND resource state is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code        | U | Description text   |
|-------------|---|--|
| DND2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| DND2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - DND2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - DND2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Subject Areas

| Code           | Comment  |
|----------------|--|
| Do_Not_Disturb | Represents the history of contact center resource usage of the Do Not Disturb feature. |

## Table DT\_RES\_STATE\_FACT

Each row in this table describes an agent resource state relative to a given media type (and DN and queue for voice). The grain of the fact is an accumulating snapshot that represents the duration of the detailed state.

A detailed state represents the duration for which an agent resource holds a particular state for a given media type on one particular media channel or on one particular DN or DN/queue combination for voice devices. Both voice and multimedia share identical state classifications with the exception of ACW (Wrap), which is not available for multimedia. Whether agent states of voice interactions can be interrupted (ACW, NotReady) is dependent on the configuration of the ICON application that supplies data to GIM.

Because this table is sourced from IDB, it contains fewer voice interaction-related resource states than RESOURCE\_STATE\_FACT which is sourced from Stat Server. (Stat Server provides a more detailed breakdown of voice interaction-related resource states.) For Multimedia, there is no difference in the data populated between the DT\_RES\_STATE\_FACT and RESOURCE\_STATE\_FACT tables.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY and in two time zones (GMT and standard). The place associated with the resource state is also included as a dimensional reference. Only completed resource states are written to this table.

Data in this table is sourced exclusively from IDB. DND resource states are not factored into this table. (Refer to the DT\_DND\_FACT table for this information.)

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| DT_RES_STATE_FACT_KEY          | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |

| Code                      | Data Type  | P | M | F | DV |
|---------------------------|------------|---|---|---|----|
| RESOURCE_KEY              | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY        | NUMBER(10) |   | X | X |    |
| QUEUE_RESOURCE_KEY        | NUMBER(10) |   | X | X |    |
| PLACE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY        | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY          | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY          | NUMBER(10) |   | X | X |    |
| RESOURCE_SESSION_FACT_KEY | NUMBER(19) |   |   | X |    |
| GMT_START_TIME            | DATE       |   |   |   |    |
| GMT_END_TIME              | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE       |   |   |   |    |
| STD_TENANT_START_TIME     | DATE       |   |   |   |    |
| STD_TENANT_END_TIME       | DATE       |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE       |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)  |   |   |   |    |

#### Column DT\_RES\_STATE\_FACT\_KEY

The primary key of this table.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.



**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the resource belongs.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join this table to the MEDIA\_TYPE dimension to identify a specific media type.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent associated with the state.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific DN associated with this state. For Multimedia, this field references the default 'No Resource' dimension value.

**Column QUEUE\_RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific queue associated with this state. For Multimedia, the key references the default "No Resource" dimension value.

**Column PLACE\_KEY**

The surrogate key used to join this table to the PLACE dimension to identify the place associated with this state.

**Column RESOURCE\_STATE\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE dimension to identify the specific resource state of this record.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column RESOURCE\_SESSION\_FACT\_KEY**

The surrogate key used to join this table to the RESOURCE\_SESSION dimension to identify the specific login session of this state. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the resource state began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the resource state ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the resource state began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the resource state ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the resource state began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the resource state ended.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

**Column ACTIVE\_FLAG**

Indicates whether the resource state is currently active: 0=No, 1=Yes. Only completed states are recorded to this table; so, this value is always 0.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code          | U | Description text   |
|---------------|---|--|
| DRESF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| DRESF2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - DRESF2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - DRESF2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code                  | Comment   |
|-----------------------|---|
| Detail_Resource_State | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |

**Table DT\_RES\_STATE\_REASON\_FACT**

Each row in this table describes an agent resource state reason relative to a given media type (and DN and Queue for voice). The grain of the fact is an accumulating snapshot, representing the duration of the detailed state reason.

A detailed resource state reason represents the duration for which an agent resource holds a particular resource state-reason combination for a given media type on one particular media channel or on one particular DN or DN/queue combination for voice devices. Reason codes stemming from voice-related interactions are classified as HARDWARE or SOFTWARE in this table. Multimedia-related reasons are all stored as SOFTWARE.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY and in two time zones (GMT and standard). Only completed reasons are written to this table.

Data in this table is sourced exclusively from IDB.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| DT_RES_STATE_REASON_FACT_KEY   | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY             | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_REASON_KEY      | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| QUEUE_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| RESOURCE_SESSION_FACT_KEY      | NUMBER(19) |   |   | X |    |
| DT_RES_STATE_FACT_KEY          | NUMBER(19) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |

| Code                 | Data Type | P | M | F | DV |
|----------------------|-----------|---|---|---|----|
| GMT_ROW_UPDATED_TIME | DATE      |   |   |   |    |
| PURGE_FLAG           | NUMBER(1) |   |   |   |    |

#### Column DT\_RES\_STATE\_REASON\_FACT\_KEY

The primary key of this table.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the resource belongs.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column RESOURCE\_STATE\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE dimension to identify the specific state associated with this reason.

**Column RESOURCE\_STATE\_REASON\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE\_REASON dimension to indicate the hardware or software reason and workmode.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join this table to the MEDIA\_TYPE dimension to identify a specific media type.

**Column PLACE\_KEY**

The surrogate key used to join this table to the PLACE dimension to identify the place associated with this state reason.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent associated with the state reason.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific DN associated with this state reason. For Multimedia, this field references the default 'No Resource' dimension value.

**Column QUEUE\_RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific mediation DN associated with this state reason. For Multimedia, this key references the default "No Resource" dimension value.

**Column RESOURCE\_SESSION\_FACT\_KEY**

The surrogate key used to join this table to the RESOURCE\_SESSION dimension to identify the specific login session of this state reason. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

**Column DT\_RES\_STATE\_FACT\_KEY**

The detailed resource state fact primary key.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the resource state reason began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the resource state reason ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the resource state reason began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the resource state reason ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the resource state reason began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the resource state reason ended.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the state reason irrespective of the interval(s) in which the reason occurs.

**Column ACTIVE\_FLAG**

A flag indicating whether the state reason is currently active: 0=No, 1=Yes. Only the reasons for completed resource states are recorded to this table; so, this value is always 0.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Index List

| Code             | U | Description text   |
|------------------|---|--|
| DRSRF2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone). |
| DRSRF2TNT_FK     |   | Improves access time based on Tenant.                                  |
| IDX_DRSRF_ST_TOD |   | Improves access time based on Standard Tenant Time Of Day.             |

### Index - DRSRF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

### Index - DRSRF2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

### Index - IDX\_DRSRF\_ST\_TOD

| Name                       | Sort      |
|----------------------------|-----------|
| STD_TENANT_TIME_OF_DAY_KEY | Ascending |

## Subject Areas

| Code                         | Comment   |
|------------------------------|---|
| Detail_Resource_State_Reason | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |

## Table ENTERPRISE\_DATE

Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. In a multi-tenant deployment, describes a date from the perspective of the service provider. Each row describes one date.

Note: Fiscal years only have 364 days, so one or two days in the year do not have fiscal information.

## Column List

| Code                | Data Type    | P | M | F | DV |
|---------------------|--------------|---|---|---|----|
| ENTERPRISE_DATE_KEY | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY    | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY    | NUMBER(10)   |   | X | X |    |
| CAL_DATE            | DATE         |   |   |   |    |
| CAL_DATE_STRING     | VARCHAR2(64) |   |   |   |    |



| Code                       | Data Type    | P | M | F | DV |
|----------------------------|--------------|---|---|---|----|
| CAL_DAY_NUM_IN_WEEK        | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NAME               | VARCHAR2(32) |   |   |   |    |
| CAL_DAY_NUM_IN_MONTH       | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NUM_IN_YEAR        | NUMBER(5)    |   |   |   |    |
| CAL_LAST_DAY_IN_WEEK       | NUMBER(1)    |   |   |   |    |
| CAL_LAST_DAY_IN_MONTH      | NUMBER(1)    |   |   |   |    |
| CAL_WEEK_NUM_IN_YEAR       | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_WEEK_NUM          | VARCHAR2(32) |   |   |   |    |
| CAL_WEEK_START_DATE        | DATE         |   |   |   |    |
| CAL_WEEK_END_DATE          | DATE         |   |   |   |    |
| CAL_MONTH_NUM_IN_YEAR      | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_MONTH_DAY_NUM     | VARCHAR2(32) |   |   |   |    |
| CAL_MONTH_NAME             | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH             | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_NUM         | VARCHAR2(32) |   |   |   |    |
| CAL_QUARTER_NUM_IN_YEAR    | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_QUARTER           | VARCHAR2(32) |   |   |   |    |
| CAL_HALF_NUM_IN_YEAR       | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_HALF_YEAR         | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_NUM               | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_WEEK     | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_MONTH    | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_YEAR     | NUMBER(5)    |   |   |   |    |
| FISCAL_LAST_DAY_IN_WEEK    | NUMBER(1)    |   |   |   |    |
| FISCAL_LAST_DAY_IN_MONTH   | NUMBER(1)    |   |   |   |    |
| FISCAL_WEEK_NUM_IN_YEAR    | NUMBER(5)    |   |   |   |    |
| FISCAL_WEEK_START_DATE     | DATE         |   |   |   |    |
| FISCAL_WEEK_END_DATE       | DATE         |   |   |   |    |
| FISCAL_MONTH_NUM_IN_YEAR   | NUMBER(5)    |   |   |   |    |
| FISCAL_MONTH_NAME          | VARCHAR2(32) |   |   |   |    |
| FISCAL_YEAR_MONTH          | VARCHAR2(32) |   |   |   |    |
| FISCAL_QUARTER_NUM_IN_YEAR | NUMBER(5)    |   |   |   |    |
| FISCAL_YEAR_QUARTER        | VARCHAR2(32) |   |   |   |    |
| FISCAL_HALF_NUM_IN_YEAR    | NUMBER(5)    |   |   |   |    |
| FISCAL_YEAR_HALF_YEAR      | VARCHAR2(32) |   |   |   |    |
| FISCAL_YEAR_NUM            | NUMBER(5)    |   |   |   |    |

| Code                        | Data Type  | P | M | F | DV |
|-----------------------------|------------|---|---|---|----|
| FISCAL_WEEK_NUM_IN_QUARTER  | NUMBER(5)  |   |   |   |    |
| FISCAL_MONTH_NUM_IN_QUARTER | NUMBER(5)  |   |   |   |    |
| SECONDS_SINCE_EPOCH         | NUMBER(10) |   | X |   | 0  |
| GMT_ROW_CREATED_TIME        | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME        | DATE       |   |   |   |    |
| PURGE_FLAG                  | NUMBER(1)  |   |   |   |    |

**Column ENTERPRISE\_DATE\_KEY**

The surrogate key used to join this dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CAL\_DATE**

The calendar date as a date object.

**Column CAL\_DATE\_STRING**

The calendar date as a text string.

**Column CAL\_DAY\_NUM\_IN\_WEEK**

The day number in the calendar week, starting with 1 for Sunday and ending with 7 for Saturday.

**Column CAL\_DAY\_NAME**

The calendar day name: Sunday through Saturday. This value may change with localization.

**Column CAL\_DAY\_NUM\_IN\_MONTH**

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

**Column CAL\_DAY\_NUM\_IN\_YEAR**

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

**Column CAL\_LAST\_DAY\_IN\_WEEK**

The last day of the calendar week indicator. 0 means no, 1 means yes.

**Column CAL\_LAST\_DAY\_IN\_MONTH**

The last day of the calendar month indicator. 0 means no, 1 means yes.

**Column CAL\_WEEK\_NUM\_IN\_YEAR**

The week number in the calendar year, starting with 1 and ending with 53.

**Column CAL\_YEAR\_WEEK\_NUM**

The calendar year and week number in the calendar year, in YYYYWW format; for example, 200523.

**Column CAL\_WEEK\_START\_DATE**

The start date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week start date.

**Column CAL\_WEEK\_END\_DATE**

The end date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week end date.

**Column CAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

**Column CAL\_YEAR\_MONTH\_DAY\_NUM**

The calendar year, month number in year and day number in month in YYYYMMDD format; for example, 20040805.

**Column CAL\_MONTH\_NAME**

The calendar month name.

**Column CAL\_YEAR\_MONTH**

The calendar year and month in YYYYMmm format; for example, 2004Jan.

**Column CAL\_YEAR\_MONTH\_NUM**

The calendar year and month number in year in YYYYMM format; for example, 200408.

**Column CAL\_QUARTER\_NUM\_IN\_YEAR**

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

**Column CAL\_YEAR\_QUARTER**

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

**Column CAL\_HALF\_NUM\_IN\_YEAR**

The half number in the calendar year, starting with 1 for January through June and ending with 2 for July through December.

**Column CAL\_YEAR\_HALF\_YEAR**

The calendar year and half in YYYYHH format; for example, 2004H1.

**Column CAL\_YEAR\_NUM**

The calendar year number; for example, 2004.

**Column FISCAL\_DAY\_NUM\_IN\_WEEK**

The day number in the fiscal week, starting with 1 and ending with 7.

Note: The first and last fiscal weeks of a fiscal year are exceptions and may contain fewer than 7 days.

**Column FISCAL\_DAY\_NUM\_IN\_MONTH**

The day number in the fiscal month, starting with 1 and ending with 28 or 35, depending on whether the fiscal month contains four or five fiscal weeks.

**Column FISCAL\_DAY\_NUM\_IN\_YEAR**

The day number in the fiscal year, starting with 1 and ending with 364.

**Column FISCAL\_LAST\_DAY\_IN\_WEEK**

The last day of the fiscal week indicator. 0 means no, 1 means yes.

**Column FISCAL\_LAST\_DAY\_IN\_MONTH**

The last day of the fiscal month indicator. 0 means no, 1 means yes.

**Column FISCAL\_WEEK\_NUM\_IN\_YEAR**

The week number in the fiscal year, starting with 1 and ending with 52 or 53.

**Column FISCAL\_WEEK\_START\_DATE**

The start date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week start date.

**Column FISCAL\_WEEK\_END\_DATE**

The end date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week end date.

**Column FISCAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the fiscal year, starting with 1 and ending with 12.

**Column FISCAL\_MONTH\_NAME**

The name of the fiscal month. Fiscal months that span calendar months adopt the calendar month name of the first day of the fiscal month.

Note: Fiscal month names contain many anomalies. Genesys recommends that you use FISCAL\_MONTH\_NUM\_IN\_YEAR instead of FISCAL\_MONTH\_NAME.

**Column FISCAL\_YEAR\_MONTH**

The fiscal year and month in YYYYMmm format; for example, 2004Jan.

**Column FISCAL\_QUARTER\_NUM\_IN\_YEAR**

The quarter number in the fiscal year, starting with 1 for fiscal month numbers 1 through 3 and ending with 4 for fiscal month numbers 10 through 12.

**Column FISCAL\_YEAR\_QUARTER**

The fiscal year and quarter in YYYYQQ format; for example, 2004Q1.

**Column FISCAL\_HALF\_NUM\_IN\_YEAR**

The half number in the fiscal year, starting with 1 for fiscal month numbers 1 through 6 and ending with 2 for fiscal month numbers 6 through 12.

**Column FISCAL\_YEAR\_HALF\_YEAR**

The calendar year and half in YYYYHH format; for example, 2004H1.

**Column FISCAL\_YEAR\_NUM**

The fiscal year number; for example, 2004. Fiscal years that span calendar years adopt the calendar year number of either the first or last fiscal day.

**Column FISCAL\_WEEK\_NUM\_IN\_QUARTER**

The week number in the fiscal quarter, starting with 1 and ending with 13 or 14.

**Column FISCAL\_MONTH\_NUM\_IN\_QUARTER**

The month number in the fiscal quarter, starting with 1 and ending with 3.

**Column SECONDS\_SINCE\_EPOCH**

The number of seconds since January 1, 1970 GMT until midnight of the start of this day.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                         | Comment   |
|------------------------------|---|
| Calling_List_Metric          | Represents snapshot outbound campaign calling list metrics.   |
| Calling_List_To_Campaign     | Represents the associations between calling lists and campaigns.  |
| Campaign_Group_Session       | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State         | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign   | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt              | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State        | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb               | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| GVP_Call                     | Represents calls processed by Genesys Voice Portal (GVP).   |
| GVP_Subcall                  | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction                  | Represents interactions from a customer experience perspective.   |
| Interaction_Resource         | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State   | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment          | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment            | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Place_Group                  | Represents the membership of places among place groups.   |
| Resource_Group               | Represents the membership of contact center resources among resource groups.  |
| Resource_Session             | Represents detailed agent resource media sessions from login to logout.   |

| Code                          | Comment  |
|-------------------------------|--|
| Resource_Skill                | Represents the skill resumes of agent resources.   |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.                         |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice). |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.                   |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.  |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.   |

## Table ENTERPRISE\_MONTH

This table allows aggregates to be described by attributes of standard calendar month. This dimension does not contain enterprise-specific fiscal periods. Each row describes one calendar month.

### Column List

| Code                    | Data Type    | P | M | F | DV |
|-------------------------|--------------|---|---|---|----|
| ENTERPRISE_MONTH_KEY    | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY        | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY        | NUMBER(10)   |   | X | X |    |
| CAL_MONTH_NUM_IN_YEAR   | NUMBER(5)    |   |   |   |    |
| CAL_MONTH_NAME          | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH          | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_NUM      | VARCHAR2(32) |   |   |   |    |
| CAL_QUARTER_NUM_IN_YEAR | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_QUARTER        | VARCHAR2(32) |   |   |   |    |
| CAL_HALF_NUM_IN_YEAR    | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_HALF_YEAR      | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_NUM            | NUMBER(5)    |   |   |   |    |
| CAL_YEAR                | VARCHAR2(32) |   |   |   |    |
| GMT_ROW_CREATED_TIME    | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME    | DATE         |   |   |   |    |
| PURGE_FLAG              | NUMBER(1)    |   |   |   |    |

### Column ENTERPRISE\_MONTH\_KEY

The surrogate key used to join this dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

**Column CAL\_MONTH\_NAME**

The calendar month name.

**Column CAL\_YEAR\_MONTH**

The calendar year and month in YYYYMmm format; for example, 2004Jan.

**Column CAL\_YEAR\_MONTH\_NUM**

The calendar year and month number in year in YYYYMM format; for example, 200408.

**Column CAL\_QUARTER\_NUM\_IN\_YEAR**

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

**Column CAL\_YEAR\_QUARTER**

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

**Column CAL\_HALF\_NUM\_IN\_YEAR**

The half number in the calendar year, starting with 1 for January through June and ending with 2 for July through December.

**Column CAL\_YEAR\_HALF\_YEAR**

The calendar year and half in YYYYHH format; for example, 2004H1.

**Column CAL\_YEAR\_NUM**

The calendar year number; for example, 2004.

**Column CAL\_YEAR**

The calendar year number; for example, 2004.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.



**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                          | Comment  |
|-------------------------------|--|
| Aggregate_Agent_Task          | Represents summary information about agent activity.   |
| Aggregate_Skill_Abandon       | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                |
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                |
| Aggregate_Skill_Combo_Monthly | Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled. |
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.                                  |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.                        |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.   |

**Table GROUP\_**

Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups. Routing points, queues, and agents can belong to resource groups. Places can belong to place groups. Each row describes one place group or resource group. A new row is issued for each configured place group and resource group, identified by their IDs in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and recreating it using the same name causes a new row to be issued.

This table is sourced from IDB.

**Column List**

| Code             | Data Type    | P | M | F | DV |
|------------------|--------------|---|---|---|----|
| GROUP_KEY        | NUMBER(10)   | X | X |   |    |
| TENANT_KEY       | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY | NUMBER(10)   |   | X | X |    |
| GROUP_TYPE       | VARCHAR2(64) |   |   |   |    |
| GROUP_TYPE_CODE  | VARCHAR2(32) |   |   |   |    |

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| GROUP_NAME           | VARCHAR2(255) |   |   |   |    |
| GROUP_CFG_DBID       | NUMBER(10)    |   |   |   |    |
| GROUP_CFG_TYPE_ID    | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

**Column GROUP\_KEY**

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GROUP\_TYPE**

The group type. One of the following:

Unknown

Agent

Place

Queue

RoutingPoint

Network Port

Service Number

Single Port

This value can change with localization.

**Column GROUP\_TYPE\_CODE**

The group type code. One of the following:

UNKNOWN

AGENT

PLACE

QUEUE

ROUTINGPOINT  
NETWORKPORT  
SERVICENUMBER  
SINGLEPORT

This value does not change with localization.

Column GROUP\_NAME  
The group name.

Column GROUP\_CFG\_DBID  
The group object identifier in the contact center configuration.

Column GROUP\_CFG\_TYPE\_ID  
The contact center configuration integer type associated with DN or agent group object.

Column GMT\_START\_TIME  
The GMT-equivalent date and time when group was added to IDB, which may differ from when the group was actually added to contact center configuration.

Column GMT\_END\_TIME  
The GMT-equivalent date and time when group was removed from contact center configuration.

Column GMT\_ROW\_CREATED\_TIME  
The GMT-equivalent date and time when the row was created.

Column GMT\_ROW\_UPDATED\_TIME  
The GMT-equivalent date and time when the row was updated.

Column PURGE\_FLAG  
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

| Code             | U | Description text  |
|------------------|---|---|
| IDX_GRP_CFG_DBID |   | Improves access time based on configuration object DBID and type. |

Index - IDX\_GRP\_CFG\_DBID

| Name              | Sort      |
|-------------------|-----------|
| GROUP CFG DBID    | Ascending |
| GROUP CFG TYPE ID | Ascending |

## Subject Areas

| Code                          | Comment   |
|-------------------------------|---|
| Aggr2_Inb_V_Ixn_Agent_Grp     | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.               |
| Aggr2_Inb_V_Q_Group           | Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval. |
| Aggr2_Out_V_Ixn_Agent_Grp     | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.   |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.   |
| Campaign_Group_Session        | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State          | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign    | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt               | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Place_Group                   | Represents the membership of places among place groups.   |
| Resource_Group                | Represents the membership of contact center resources among resource groups.  |

## Table GROUP\_TO\_CAMPAIGN\_FACT

Each row in this table describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot, representing the duration of the association between an agent or place group and a campaign. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                       | Data Type  | P | M | F | DV |
|----------------------------|------------|---|---|---|----|
| GROUP_TO_CAMPAIGN_FACT_KEY | NUMBER(19) | X | X |   |    |
| GROUP_KEY                  | NUMBER(10) |   | X | X |    |
| CAMPAIGN_KEY               | NUMBER(10) |   | X | X |    |
| TENANT_KEY                 | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY    | NUMBER(10) |   | X | X |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

**Column GROUP\_TO\_CAMPAIGN\_FACT\_KEY**

The primary key of this table.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CAMPAIGN\_KEY**

The surrogate key used to join the CAMPAIGN dimension to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when agent group or place group was added to the campaign in the contact center configuration.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the GMT-equivalent date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the agent group or place group was added to the campaign in the contact center configuration.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the enterprise standard date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the agent group or place group was added to the campaign in the contact center configuration.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the tenant standard date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when agent group or place group was added to the campaign in the contact center configuration. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the local date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, the agent group or place group was associated with the campaign. For an active row, the duration, in seconds, the agent group or place group was associated with the campaign, from start time to the time the ETL last executed.

**Column ACTIVE\_FLAG**

Indicates whether the association between the agent group or place group and the campaign is still active (1=yes, 0=no).

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| GPCM2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| GPCM2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - GPCM2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

**Index - GPCM2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code                       | Comment   |
|----------------------------|---|
| Campaign_Group_To_Campaign | Represents the associations between agent groups or place groups and campaigns. |



## Table GVP\_APPLICATION

This table allows facts to be described based on attributes of a Genesys Voice Platform application.

### Column List

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| GVP_APPLICATION_KEY  | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| GVP_APPLICATION_NAME | VARCHAR2(255) |   |   |   |    |
| GVP_APPLICATION_ID   | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

#### Column GVP\_APPLICATION\_KEY

The surrogate key used to join this dimension table to the fact tables.

#### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the fact tables.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension table. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension table. Specifies the lineage for data update.

#### Column GVP\_APPLICATION\_NAME

The name of the GVP Application.

#### Column GVP\_APPLICATION\_ID

The GVP application ID.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code        | Comment  |
|-------------|--|
| GVP_Call    | Represents calls processed by Genesys Voice Portal (GVP).    |
| GVP_Subcall | Represents subcalls processed by Genesys Voice Portal (GVP). |

**Table GVP\_CALL\_FACT**

This table represents calls processed by a Genesys Voice Platform application.

**Column List**

| Code                           | Data Type    | P | M | F | DV |
|--------------------------------|--------------|---|---|---|----|
| GVP_CALL_FACT_KEY              | NUMBER(19)   | X | X |   |    |
| TENANT_KEY                     | NUMBER(10)   |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10)   |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10)   |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10)   |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10)   |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10)   |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10)   |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10)   |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10)   |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10)   |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10)   |   | X | X |    |
| GVP_WEB_APPL_SERVER_KEY        | NUMBER(10)   |   | X | X |    |
| GVP_VOICE_MEDIA_SERVER_KEY     | NUMBER(10)   |   | X | X |    |
| GVP_APPLICATION_KEY            | NUMBER(10)   |   | X | X |    |
| STRATEGY_KEY                   | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10)   |   | X | X |    |
| LAST_GVP_SUBCALL_FLOW_KEY      | NUMBER(10)   |   | X | X |    |
| INTERACTION_ID                 | NUMBER(19)   |   |   | X |    |
| GVP_CALL_GUID                  | VARCHAR2(38) |   | X |   |    |
| GMT_START_TIME                 | DATE         |   |   |   |    |
| GMT_END_TIME                   | DATE         |   |   |   |    |

| Code                      | Data Type     | P | M | F | DV |
|---------------------------|---------------|---|---|---|----|
| STD_ENTERPRISE_START_TIME | DATE          |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE          |   |   |   |    |
| STD_TENANT_START_TIME     | DATE          |   |   |   |    |
| STD_TENANT_END_TIME       | DATE          |   |   |   |    |
| LOCAL_START_TIME          | DATE          |   |   |   |    |
| LOCAL_END_TIME            | DATE          |   |   |   |    |
| MEDIA_SERVER_IXN_ID       | NUMBER(20)    |   |   |   |    |
| MEDIA_SERVER_IXN_GUID     | VARCHAR2(50)  |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10)    |   |   |   |    |
| TOTAL_SUBCALL_FLOW_COUNT  | NUMBER(5)     |   |   |   |    |
| ANI                       | VARCHAR2(255) |   |   |   |    |
| GVP_APPLICATION_SELECTOR  | VARCHAR2(255) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE          |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)     |   |   |   |    |

**Column GVP\_CALL\_FACT\_KEY**

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column GVP\_WEB\_APPL\_SERVER\_KEY**

The surrogate key used to join the GVP\_WEB\_APPL\_SERVER dimension to the fact tables.

**Column GVP\_VOICE\_MEDIA\_SERVER\_KEY**

The surrogate key used to join the GVP\_VOICE\_MEDIA\_SERVER dimension to the fact tables.

**Column GVP\_APPLICATION\_KEY**

The surrogate key used to join the GVP\_APPLICATION dimension to the fact tables.

**Column STRATEGY\_KEY**

The surrogate key used to join the STRATEGY dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension table. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension table. Specifies the lineage for data creation.

**Column LAST\_GVP\_SUBCALL\_FLOW\_KEY**

The surrogate key used to join the GVP\_SUBCALL\_FLOW dimension to the fact tables. This references the last subcallflow in the call.

**Column INTERACTION\_ID**

The primary key of the interaction fact. This field can be used to join a GVP call fact to its associated interaction fact within which the GVP call occurred. A 0 (zero) value indicates that the record carries no associated interaction fact. This can occur because GVP call facts and interaction facts come from two different data sources that the ETL processes asynchronously. Non-zero values indicate that there exists an associated interaction fact for this GVP call.

**Column GVP\_CALL\_GUID**

The Call GUID from the source GVP system. This ID is generated by the GVP system and is distinct from T-Server Call GUID.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the call started.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the call ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the call started.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the call ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the call started.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the call ended.

**Column LOCAL\_START\_TIME**

The local date and time when the call started. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when the call ended. Reserved for future use.

**Column MEDIA\_SERVER\_IXN\_ID**

The interaction ID as reported by the interaction media server. This ID may not be unique. In the case of Voice or GVP, the ID is a numeric version of the hexadecimal T-Server Conn ID. This ID can be used to cross-reference the GVP call fact to one or more interaction segment facts representing IVR activities that occurred during the interaction (including received and transferred events).

Note: For a GVP 7.5 application used with T-Server/IVR Server 7.2 or above, this field is not populated.

**Column MEDIA\_SERVER\_IXN\_GUID**

The interaction GUID as reported by the interaction media server for the root interaction. In the case of Voice or GVP, this ID, which may not be unique, represents the T-Server-assigned Call UUID for the GVP call. This ID can be used to cross-reference the GVP call fact to one or more Interaction Segment Facts representing IVR activities that occurred during the Interaction (including received and transferred events).

Note: For a GVP 7.5 application used with T-Server/IVR Server 7.2 or above, this field is populated rather than the MEDIA\_SERVER\_IXN\_ID field described above because the GVP VAR source data records either the Connection ID or the Call UUID, and not both.

**Column TOTAL\_DURATION**

The duration, in seconds, from the beginning of the first subcallflow to the end of the last subcallflow.

**Column TOTAL\_SUBCALL\_FLOW\_COUNT**

A count of the subcallflows contained in this call.

**Column ANI**

The Automatic Number Identification of the incoming call.

**Column GVP\_APPLICATION\_SELECTOR**

Specifies the assignment between the dialed digits of the incoming call (as reported by GVP) and the GVP application. For some environments, this is a GVP-configured value that does not match the interaction fact's target address.

**Column ACTIVE\_FLAG**

A flag indicating whether the interaction is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

## Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Index List

| Code        | U | Description text   |
|-------------|---|--|
| GCF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| GCF2TNT_FK  |   | Improves access time based on Tenant.                                  |
| IDX_GCF_INT |   | Improves access time based on Interaction ID.                          |

## Index - GCF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

## Index - GCF2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Index - IDX\_GCF\_INT

| Name           | Sort      |
|----------------|-----------|
| INTERACTION ID | Ascending |

## Subject Areas

| Code     | Comment   |
|----------|---|
| GVP_Call | Represents calls processed by Genesys Voice Portal (GVP). |

## Table GVP\_SUBCALL\_FACT

This table represents subcallflows processed by a Genesys Voice Platform application.

## Column List

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| GVP_SUBCALL_FACT_KEY    | NUMBER(19) | X | X |   |    |
| TENANT_KEY              | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY     | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| GVP_CALL_FACT_KEY              | NUMBER(19) |   | X | X |    |
| GVP_WEB_APPL_SERVER_KEY        | NUMBER(10) |   | X | X |    |
| GVP_VOICE_MEDIA_SERVER_KEY     | NUMBER(10) |   | X | X |    |
| GVP_APPLICATION_KEY            | NUMBER(10) |   | X | X |    |
| STRATEGY_KEY                   | NUMBER(10) |   | X | X |    |
| GVP_SUBCALL_FLOW_KEY           | NUMBER(10) |   | X | X |    |
| PREV_GVP_SUBCALL_FLOW_KEY      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ORDINAL                        | NUMBER(5)  |   |   |   |    |
| LAST_ORDINAL                   | NUMBER(1)  |   |   |   |    |
| NESTING_LEVEL                  | NUMBER(5)  |   |   |   |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

### Column GVP\_SUBCALL\_FACT\_KEY

The primary key of this table.



**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column GVP\_CALL\_FACT\_KEY**

The primary key of the GVP\_CALL\_FACT table.

**Column GVP\_WEB\_APPL\_SERVER\_KEY**

The surrogate key used to join the GVP\_WEB\_APPL\_SERVER dimension to the fact tables.

**Column GVP\_VOICE\_MEDIA\_SERVER\_KEY**

The surrogate key used to join the GVP\_VOICE\_MEDIA\_SERVER dimension to the fact tables.

**Column GVP\_APPLICATION\_KEY**

The surrogate key used to join the GVP\_APPLICATION dimension to the fact tables.

**Column STRATEGY\_KEY**

The surrogate key used to join the STRATEGY dimension to the fact tables.

**Column GVP\_SUBCALL\_FLOW\_KEY**

The surrogate key used to join the GVP\_SUBCALL\_FLOW dimension to the fact tables.

**Column PREV\_GVP\_SUBCALL\_FLOW\_KEY**

The surrogate key used to join the GVP\_SUBCALL\_FLOW dimension to the fact tables. This references the previous subcallflow.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column TOTAL\_DURATION**

The duration, in seconds, of the subcallflow.

**Column ORDINAL**

An index number indicating the position of the subcallflow within the call. Starts at 1 and increments for each subcallflow within the call.

**Column LAST\_ORDINAL**

A flag indicating whether this is the last subcallflow within the call (1 if this is the last subcallflow, 0 otherwise).

**Column NESTING\_LEVEL**

An integer indicating the depth within the menu structure (1 is the highest level).

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when subcallflow started.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when subcallflow ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the subcallflow started.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the subcallflow ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the subcallflow started.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the subcallflow ended.

**Column LOCAL\_START\_TIME**

The local date and time when subcallflow started. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when subcallflow ended. Reserved for future use.

**Column ACTIVE\_FLAG**

A flag indicating whether the subcallflow is currently active: 0 = No, 1 = Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| GSCF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |

| Code        | U | Description text                      |
|-------------|---|---------------------------------------|
| GSCF2TNT_FK |   | Improves access time based on Tenant. |

## Index - GSCF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

## Index - GSCF2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Subject Areas

| Code        | Comment  |
|-------------|--|
| GVP_Subcall | Represents subcalls processed by Genesys Voice Portal (GVP). |

## Table GVP\_SUBCALL\_FLOW

This table allows facts to be described based on attributes of a GVP subcallflow.

## Column List

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| GVP_SUBCALL_FLOW_KEY  | NUMBER(10)    | X | X |   |    |
| TENANT_KEY            | NUMBER(10)    |   | X | X |    |
| GVP_APPLICATION_KEY   | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| GVP_SUBCALL_FLOW_NAME | VARCHAR2(255) |   |   |   |    |
| GVP_SUBCALL_FLOW_ID   | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

## Column GVP\_SUBCALL\_FLOW\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

## Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column GVP\_APPLICATION\_KEY**

The surrogate key used to join the GVP\_APPLICATION dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GVP\_SUBCALL\_FLOW\_NAME**

The name of the subcallflow.

**Column GVP\_SUBCALL\_FLOW\_ID**

The subcallflow ID.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code        | Comment  |
|-------------|--|
| GVP_Call    | Represents calls processed by Genesys Voice Portal (GVP).    |
| GVP_Subcall | Represents subcalls processed by Genesys Voice Portal (GVP). |

**Table GVP\_VOICE\_MEDIA\_SERVER**

This table allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call.

**Column List**

| Code                       | Data Type  | P | M | F | DV |
|----------------------------|------------|---|---|---|----|
| GVP_VOICE_MEDIA_SERVER_KEY | NUMBER(10) | X | X |   |    |
| TENANT_KEY                 | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY           | NUMBER(10) |   | X |   |    |

| Code                       | Data Type     | P | M | F | DV |
|----------------------------|---------------|---|---|---|----|
| UPDATE_AUDIT_KEY           | NUMBER(10)    |   | X |   |    |
| VOICE_MEDIA_SERVER_ADDRESS | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME       | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME       | DATE          |   |   |   |    |
| PURGE_FLAG                 | NUMBER(1)     |   |   |   |    |

### Column GVP\_VOICE\_MEDIA\_SERVER\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the fact tables.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

### Column VOICE\_MEDIA\_SERVER\_ADDRESS

The GVP Voice Media Server IP address.

### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code        | Comment  |
|-------------|--|
| GVP_Call    | Represents calls processed by Genesys Voice Portal (GVP).    |
| GVP_Subcall | Represents subcalls processed by Genesys Voice Portal (GVP). |

## Table GVP\_WEB\_APPL\_SERVER

This table allows facts to be described based on the GVP Web Application Server that served the call.

### Column List

| Code                    | Data Type     | P | M | F | DV |
|-------------------------|---------------|---|---|---|----|
| GVP_WEB_APPL_SERVER_KEY | NUMBER(10)    | X | X |   |    |
| TENANT_KEY              | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY        | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY        | NUMBER(10)    |   | X |   |    |
| WEB_APPL_SERVER_ADDRESS | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME    | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME    | DATE          |   |   |   |    |
| PURGE_FLAG              | NUMBER(1)     |   |   |   |    |

#### Column GVP\_WEB\_APPL\_SERVER\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column WEB\_APPL\_SERVER\_ADDRESS

The GVP Web Application Server IP address.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Subject Areas

| Code        | Comment  |
|-------------|--|
| GVP_Call    | Represents calls processed by Genesys Voice Portal (GVP).    |
| GVP_Subcall | Represents subcalls processed by Genesys Voice Portal (GVP). |

## Table INTERACTION\_DESCRIPTOR

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. Since the business attribute values may change over the lifetime of an interaction, each interaction segment fact has an interaction descriptor, and the interaction fact that summarizes the underlying interaction segments has an interaction descriptor. Each interaction segment facts interaction descriptor snapshots the current value of the attributes. The interaction fact inherits its interaction descriptor from the last interaction segment fact.

Each row describes a distinct combination of business attributes that characterize the interaction, such as service type and customer segment. A new row is issued for each distinct combination of business attributes that are encountered as attached data or UserEvent-based key-value pair (KVP) data in the interaction source data.

## Column List

| Code                       | Data Type     | P | M | F | DV |
|----------------------------|---------------|---|---|---|----|
| INTERACTION_DESCRIPTOR_KEY | NUMBER(10)    | X | X |   |    |
| TENANT_KEY                 | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY           | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY           | NUMBER(10)    |   | X | X |    |
| CUSTOMER_SEGMENT           | VARCHAR2(255) |   |   |   |    |
| SERVICE_TYPE               | VARCHAR2(255) |   |   |   |    |
| SERVICE_SUBTYPE            | VARCHAR2(255) |   |   |   |    |
| BUSINESS_RESULT            | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME       | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME       | DATE          |   |   |   |    |
| PURGE_FLAG                 | NUMBER(1)     |   |   |   |    |

### Column INTERACTION\_DESCRIPTOR\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the fact tables.



**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CUSTOMER\_SEGMENT**

The value of a customer relative to a business line. For example, customers can be categorized according to maximum spending limit such as platinum, gold, silver. Similarly, for service related transactions, they could be categorized according to the service package they have bought. This field's value is referenced by the user-defined key having an ID of 10049.

**Column SERVICE\_TYPE**

The service being requested by the customer. It can be used to categorize interactions according to their product or service offering. This field's value is referenced by the user-defined key having an ID of 10050.

**Column SERVICE\_SUBTYPE**

The detailed type of service being requested by the customer. It can be used to categorize interactions according to particular product or service requests. This field's value is referenced by the user-defined key having an ID of 10051.

**Column BUSINESS\_RESULT**

The result of the interaction from a business perspective; for example, the interaction resulted in a sale, or a new customer account being opened. This field's value is referenced by the user-defined key having an ID of 10052.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                      | Comment   |
|---------------------------|---|
| Aggr2_Inb_V_Agent_Q       | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.                   |
| Aggr2_Inb_V_Ixn_Agent     | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.  |
| Aggr2_Inb_V_Ixn_Agent_Grp | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.   |
| Aggr2_Inb_V_Ixn_IxnDscr   | Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center. |
| Aggr2_Out_V_Ixn_Agent     | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                            |
| Aggr2_Out_V_Ixn_Agent_Grp | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                           |
| Interaction               | Represents interactions from a customer experience perspective.   |
| Interaction_Resource      | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.   |
| Interaction_Segment       | Represents interaction activity from the perspective of contact center resources in a particular role.  |

## Table INTERACTION\_FACT

While the INTERACTION\_SEGMENT\_FACT table represents the interaction from the perspective of contact center resources, this table represents the interaction from a customer experience perspective. The grain of the fact is an accumulating snapshot, summarizing the underlying interaction segments. Each row summarizes the underlying interaction segments.

In addition to the media-neutral counts and durations which categorize the time spent on various activities, counts and durations are provided that summarize the time spent processing the interaction by different resource categories. This processing includes counts and durations that interactions spent at network resources.

Rules that indicate how certain facts, such as user data, are aggregated from the underlying interaction segments to the interaction (for example, FIRST, LAST, MINIMUM, and MAXIMUM), are customizable.

The following fields are based on (a) the minimum interaction segment ordinal where the TECHNICAL\_DESCRIPTOR\_KEY references a TECHNICAL\_DESCRIPTOR with TECHNICAL\_RESULT\_CODE = CUSTOMERABANDONED, or (b) the interaction segment with the maximum end time:

MEDIA\_RESOURCE\_KEY  
 PLACE\_KEY  
 RESOURCE\_KEY  
 TECHNICAL\_DESCRIPTOR\_KEY

If two interaction segments have the same end time and no segment has a TECHNICAL\_RESULT\_CODE = CUSTOMERABANDONED, the interaction segment with the maximum ordinal is used as the tie-breaker.

The following fields are based on the interaction segment with the maximum ordinal:

CUSTOMER\_KEY  
 INTERACTION\_DESCRIPTOR\_KEY  
 REQUESTED\_SKILL\_COUNT  
 REQUESTED\_SKILL\_KEY  
 USER\_DATA\_KEY  
 USER\_DATA\_2\_KEY

Voice-related interaction and interaction subtype data are always written to this table. The settings of media-specific configuration options control whether interaction data about other media types are written to this table. The user-data-# configuration options in the [ixn-user-data-facts] section control how user data facts are written to the USER\_DATA\_1 through USER\_DATA\_20 fields.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| INTERACTION_ID                 | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| INTERACTION_TYPE_KEY           | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| TECHNICAL_DESCRIPTOR_KEY       | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   |   | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |

| Code                           | Data Type    | P | M | F | DV |
|--------------------------------|--------------|---|---|---|----|
| PLACE_KEY                      | NUMBER(10)   |   | X | X |    |
| REQUESTED_SKILL_KEY            | NUMBER(10)   |   | X | X |    |
| INTERACTION_DESCRIPTOR_KEY     | NUMBER(10)   |   | X | X |    |
| CUSTOMER_KEY                   | NUMBER(19)   |   | X | X |    |
| CURRENCY_KEY                   | NUMBER(10)   |   | X | X |    |
| USER_DATA_KEY                  | NUMBER(10)   |   | X | X |    |
| USER_DATA_2_KEY                | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10)   |   | X | X |    |
| ROOT_INTERACTION_ID            | NUMBER(19)   |   |   |   |    |
| IXN_FACT_EXT_KEY               | NUMBER(19)   |   | X | X |    |
| GMT_START_TIME                 | DATE         |   |   |   |    |
| GMT_END_TIME                   | DATE         |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE         |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE         |   |   |   |    |
| STD_TENANT_START_TIME          | DATE         |   |   |   |    |
| STD_TENANT_END_TIME            | DATE         |   |   |   |    |
| LOCAL_START_TIME               | DATE         |   |   |   |    |
| LOCAL_END_TIME                 | DATE         |   |   |   |    |
| MEDIA_SERVER_ROOT_IXN_ID       | NUMBER(20)   |   |   |   |    |
| MEDIA_SERVER_IXN_ID            | NUMBER(20)   |   |   |   |    |
| MEDIA_SERVER_ROOT_IXN_GUID     | VARCHAR2(50) |   |   |   |    |
| MEDIA_SERVER_IXN_GUID          | VARCHAR2(50) |   |   |   |    |
| INTERACTION_COUNT              | NUMBER(5)    |   |   |   |    |
| UNIQUE_INTERACTION_COUNT       | NUMBER(5)    |   |   |   |    |
| TOTAL_SEGMENT_COUNT            | NUMBER(5)    |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10)   |   |   |   |    |
| ROUTING_POINT_SEGMENT_COUNT    | NUMBER(5)    |   |   |   |    |
| ROUTING_POINT_SEGMENT_DURATION | NUMBER(10)   |   |   |   |    |
| QUEUE_SEGMENT_COUNT            | NUMBER(5)    |   |   |   |    |
| QUEUE_SEGMENT_DURATION         | NUMBER(10)   |   |   |   |    |
| IVR_PORT_SEGMENT_COUNT         | NUMBER(5)    |   |   |   |    |
| IVR_PORT_SEGMENT_DURATION      | NUMBER(10)   |   |   |   |    |
| AGENT_SEGMENT_COUNT            | NUMBER(5)    |   |   |   |    |
| AGENT_SEGMENT_DURATION         | NUMBER(10)   |   |   |   |    |
| NETWORK_SEGMENT_COUNT          | NUMBER(5)    |   |   |   |    |

| Code                           | Data Type     | P | M | F | DV |
|--------------------------------|---------------|---|---|---|----|
| NETWORK_SEGMENT_DURATION       | NUMBER(10)    |   |   |   |    |
| ALERT_COUNT                    | NUMBER(5)     |   |   |   |    |
| ALERT_DURATION                 | NUMBER(10)    |   |   |   |    |
| HANDLE_COUNT                   | NUMBER(5)     |   |   |   |    |
| HANDLE_DURATION                | NUMBER(10)    |   |   |   |    |
| WRAP_COUNT                     | NUMBER(5)     |   |   |   |    |
| WRAP_DURATION                  | NUMBER(10)    |   |   |   |    |
| AGENT_HANDLE_DURATION          | NUMBER(10)    |   |   |   |    |
| CUSTOMER_HANDLE_COUNT          | NUMBER(5)     |   |   |   |    |
| CUSTOMER_HANDLE_DURATION       | NUMBER(10)    |   |   |   |    |
| CUSTOMER_WAIT_COUNT            | NUMBER(5)     |   |   |   |    |
| CUSTOMER_WAIT_DURATION         | NUMBER(10)    |   |   |   |    |
| BASELINE_SERVICE_OBJECTIVE     | NUMBER(10)    |   |   |   |    |
| INITIAL_RESPONSE_DURATION      | NUMBER(10)    |   |   |   |    |
| MET_SERVICE_OBJECTIVE_FLAG     | NUMBER(1)     |   |   |   |    |
| REQUESTED_SKILL_COUNT          | NUMBER(5)     |   |   |   |    |
| MATCHED_SKILL_COUNT            | NUMBER(5)     |   |   |   |    |
| ANSWERED_WITH_SKILL_MATCH_FLAG | NUMBER(1)     |   |   |   |    |
| REVENUE_STD_CURRENCY           | NUMBER(16,4)  |   |   |   |    |
| COST_STD_CURRENCY              | NUMBER(16,4)  |   |   |   |    |
| REVENUE_LOCAL_CURRENCY         | NUMBER(16,4)  |   |   |   |    |
| COST_LOCAL_CURRENCY            | NUMBER(16,4)  |   |   |   |    |
| SOURCE_ADDRESS                 | VARCHAR2(255) |   |   |   |    |
| TARGET_ADDRESS                 | VARCHAR2(255) |   |   |   |    |
| CASE_ID                        | VARCHAR2(255) |   |   |   |    |
| USER_DATA_1                    | NUMBER(16,4)  |   |   |   |    |
| USER_DATA_2                    | NUMBER(16,4)  |   |   |   |    |
| USER_DATA_3                    | NUMBER(16,4)  |   |   |   |    |
| USER_DATA_4                    | NUMBER(16,4)  |   |   |   |    |
| USER_DATA_5                    | NUMBER(16,4)  |   |   |   |    |
| USER_DATA_6                    | NUMBER(12)    |   |   |   |    |
| USER_DATA_7                    | NUMBER(12)    |   |   |   |    |
| USER_DATA_8                    | NUMBER(12)    |   |   |   |    |
| USER_DATA_9                    | NUMBER(12)    |   |   |   |    |
| USER_DATA_10                   | NUMBER(12)    |   |   |   |    |
| USER_DATA_11                   | VARCHAR2(255) |   |   |   |    |

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| USER_DATA_12         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_13         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_14         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_15         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_16         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_17         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_18         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_19         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_20         | VARCHAR2(128) |   |   |   |    |
| ACTIVE_FLAG          | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

#### Column INTERACTION\_ID

This is the primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction segment facts, because of consultations, transfers, etc.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

#### Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column TECHNICAL\_DESCRIPTOR\_KEY**

The surrogate key used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension to the fact tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join the INTERACTION\_DESCRIPTOR dimension to the fact tables.

**Column CUSTOMER\_KEY**

The surrogate key used to join the CUSTOMER dimension to the fact tables.

**Column CURRENCY\_KEY**

The surrogate key used to join the CURRENCY dimension to the fact tables. Reserved for future use.

**Column USER\_DATA\_KEY**

The surrogate key used to join the USER\_DATA dimension to the fact tables.

**Column USER\_DATA\_2\_KEY**

The surrogate key used to join the USER\_DATA\_2 dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column ROOT\_INTERACTION\_ID**

Reserved for future use.

**Column IXN\_FACT\_EXT\_KEY**

The key used to join the media-specific interaction fact extension table to the interaction fact table. The media type of the interaction fact can be used to determine which media-specific interaction fact extension table to join to the interaction fact table.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the interaction started.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the interaction ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the interaction started.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the interaction ended.



**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the interaction started.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the interaction ended.

**Column LOCAL\_START\_TIME**

The local date and time when interaction started. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when interaction ended. Reserved for future use.

**Column MEDIA\_SERVER\_ROOT\_IXN\_ID**

For threaded interactions, this field contains the interaction ID of the root interaction fact that represents the original interaction in the thread. Currently, this field is used only to link an e-mail inbound customer reply interaction to the original e-mail interaction in the thread. This field is null for all other interactions. This ID might not be unique.

**Column MEDIA\_SERVER\_IXN\_ID**

The interaction ID as reported by the interaction media server for the first call in the interaction. This ID may not be unique. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server Conn ID. This field is not populated for Multimedia.

**Column MEDIA\_SERVER\_ROOT\_IXN\_GUID**

For threaded interactions, this field contains the root interaction GUID as reported by the interaction media server, that represents the original interaction in the thread. Currently, this field is used only to link an inbound e-mail customer reply interaction to the original e-mail in the thread. This field is null for all other interactions. This GUID might not be unique.

**Column MEDIA\_SERVER\_IXN\_GUID**

The interaction GUID as reported by the interaction media server. This GUID may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

**Column INTERACTION\_COUNT**

The interaction count (always 1). Useful for calculating the count of interactions using the sum method.

**Column UNIQUE\_INTERACTION\_COUNT**

The unique interaction count that indicates whether this is a root interaction (0=No, 1=Yes). The field is useful for calculating the count of root interactions using the sum method.

Note: This value is always 1, since Genesys Info Mart currently populates all interactions as root interactions.

#### Column TOTAL\_SEGMENT\_COUNT

The total count of interaction segments including network segments if network resources are employed in your environment.

#### Column TOTAL\_DURATION

The duration, in seconds, from the beginning of the first interaction segment to the end of the last interaction segment, calculated as end time minus start time. This value includes the duration that interaction segments spend at network resources if they are employed in your environment.

#### Column ROUTING\_POINT\_SEGMENT\_COUNT

The count of interaction segments associated with a routing point resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

#### Column ROUTING\_POINT\_SEGMENT\_DURATION

The sum of the durations, in seconds, of interaction segments associated with a routing point resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

#### Column QUEUE\_SEGMENT\_COUNT

The count of interaction segments associated with a queue resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

Note: Virtual Queues are not included in this measure, since this field is calculated as a summary of the underlying INTERACTION\_SEGMENT\_FACTS, which do not represent Virtual Queues.

#### Column QUEUE\_SEGMENT\_DURATION

The sum of the durations, in seconds, of interaction segments associated with a queue resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

Note: Virtual Queues are not included in this measure, since this field is calculated as a summary of the underlying INTERACTION\_SEGMENT\_FACTS, which do not represent Virtual Queues.

#### Column IVR\_PORT\_SEGMENT\_COUNT

The count of interaction segments associated with an IVR port resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

#### Column IVR\_PORT\_SEGMENT\_DURATION

The sum of the durations, in seconds, of interaction segments associated with an IVR port resource.

**Column AGENT\_SEGMENT\_COUNT**

The count of interaction segments associated with an agent resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 0).

**Column AGENT\_SEGMENT\_DURATION**

The sum of the durations (seconds) of interaction segments associated with an agent resource.

**Column NETWORK\_SEGMENT\_COUNT**

The total count of interaction segments that are associated with a network resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 1). This value includes both routing and parking segments.

**Column NETWORK\_SEGMENT\_DURATION**

The total duration of interaction segments that are associated with a network resource (RESOURCE\_.NETWORK\_RESOURCE\_FLAG = 1). This value includes both routing and parking segments.

**Column ALERT\_COUNT**

The sum of the count of interaction segment states that represent resources being alerted, such as Ringing, for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

**Column ALERT\_DURATION**

The sum of the durations, in seconds, of interaction segment states that represent resources being alerted, such as Ringing, for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

**Column HANDLE\_COUNT**

The sum of the count of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only.

**Column HANDLE\_DURATION**

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only.

**Column WRAP\_COUNT**

The count of the interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The count applies only to agent resources and is either 0 or 1. The count reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

### Column WRAP\_DURATION

The sum of the durations, in seconds, of interaction segment states that represent wrapping up work, such as After Call Work, for voice interaction segments. The duration applies only to agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

### Column AGENT\_HANDLE\_DURATION

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to agent resources.

### Column CUSTOMER\_HANDLE\_COUNT

The sum of the counts of interaction segment states that represent interacting with the customer, such as Talking for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_HANDLE\_DURATION

The sum of the durations of interaction segment states that represent interacting with the customer, such as Talking, for voice interaction segments. The duration applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_WAIT\_COUNT

The sum of the count of interaction segment states that represent the customer waiting, such as Hold and Queued for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_WAIT\_DURATION

The sum of the durations, in seconds, of interaction segment states that represent the customer waiting, such as Hold and Queued for voice interaction segments. The duration applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column BASELINE\_SERVICE\_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice, this is measured from the interaction start time to the time an agent resource answered the call. This field is not populated for Multimedia interactions. This field's value is referenced by the user-defined key with an ID of 10041.

### Column INITIAL\_RESPONSE\_DURATION

The elapsed time, in seconds, before the customer received service. For voice, the value of the voice-init-resp-duration configuration option determines the start time for calculation. For chat media, this is measured from the interaction's start time to the time an agent resource answered the call. For Multimedia e-mail interactions, this value is measured from the interaction's start time to the time an agent responded or an autoresponse was sent.

**Column MET\_SERVICE\_OBJECTIVE\_FLAG**

Indicates whether the customer received service within the timeframe required. This is set to value 1 if the value of INITIAL\_RESPONSE\_DURATION is less than or equal the value of BASELINE\_SERVICE\_OBJECTIVE.

**Column REQUESTED\_SKILL\_COUNT**

The count of requested skills.

**Column MATCHED\_SKILL\_COUNT**

The count of agent skills that matched the requested skills. The value is calculated for the earliest interaction segment that is associated with an agent and has the same requested skills as the interaction.

**Column ANSWERED\_WITH\_SKILL\_MATCH\_FLAG**

Indicates the interaction was answered by an agent who had skill matches for all the requested skills of the interaction. This value is set to 1 if REQUESTED\_SKILL\_COUNT is greater than 0 and MATCHED\_SKILL\_COUNT is equal to REQUESTED\_SKILL\_COUNT.

**Column REVENUE\_STD\_CURRENCY**

The revenue (standard currency) associated with the interaction. Reserved for future use.

**Column COST\_STD\_CURRENCY**

The cost (standard currency) associated with the interaction. Reserved for future use.

**Column REVENUE\_LOCAL\_CURRENCY**

The revenue (local currency) associated with the interaction. Reserved for future use.

**Column COST\_LOCAL\_CURRENCY**

The cost (local currency) associated with the interaction. Reserved for future use.

**Column SOURCE\_ADDRESS**

The source media address that initiated the interaction, such as ANI for voice media or the From e-mail address for multimedia. This value may represent a network resource address.

**Column TARGET\_ADDRESS**

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for Multimedia solutions, since there can be multiple target addresses. This value may represent a network resource address.

**Column CASE\_ID**

The case ID as it appears in an external case management application. This field's value is referenced by the user-defined key with an ID of 10048.

**Column USER\_DATA\_1 through USER\_DATA\_20**

User-defined facts 1-20. Calculated by a configurable aggregate function applied to the interaction segments.

**Column ACTIVE\_FLAG**

Indicates whether the interaction is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

**Index List**

| Code           | U | Description text  |
|----------------|---|---|
| IXN2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone).        |
| IXN2TNT_FK     |   | Improves access time based on Tenant.   |
| IDX_INT_EXT    |   | Improves access time based on the media-specific fact extension table.        |
| IDX_INT_ST_TOD |   | Improves access time based on Standard Tenant Time Of Day.                    |
| IDX_INT_RQSK   |   | Improves access time based on Requested Skill or Requested Skill Combination. |
| IDX_INT_IT     |   | Improves access time based on INTERACTION_TYPE.                               |

**Index - IXN2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - IXN2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Index - IDX\_INT\_EXT

| Name             | Sort      |
|------------------|-----------|
| IXN FACT EXT KEY | Ascending |

## Index - IDX\_INT\_ST\_TOD

| Name                       | Sort      |
|----------------------------|-----------|
| STD TENANT TIME OF DAY KEY | Ascending |

## Index - IDX\_INT\_RQSK

| Name                | Sort      |
|---------------------|-----------|
| REQUESTED SKILL KEY | Ascending |

## Index - IDX\_INT\_IT

| Name                 | Sort      |
|----------------------|-----------|
| INTERACTION TYPE KEY | Ascending |

## Subject Areas

| Code        | Comment   |
|-------------|---|
| Interaction | Represents interactions from a customer experience perspective. |

## Table INTERACTION\_RESOURCE\_FACT

This table provides a summary of interaction segment rows (from INTERACTION\_SEGMENT\_FACT) summarizing a resource's handling of interactions into one row per IRF (INTERACTION\_RESOURCE\_FACT) resource for voice media type only. Each row includes the time that was required to distribute the interaction to the resource as well as the resource's contiguous participation in the interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs with no associated agents) and mediation resources where the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table for each attempt to reach a handling resource (where the IRF ends in mediation) and for each contacted handling resource that was involved in the interaction where the interaction contains an interaction segment fact row with a technical descriptor RESOURCE\_ROLE value that is one of the following:

- Initiated
- Received
- Routed\_To
- Diverted\_To
- Received\_Consult

## Received\_Transfer InConference

This table facilitates the creation of reports and serves as one of the primary tables from which AG2\_\* aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in two time zones (GMT and standard). They are also stored as DATE\_TIME dimension references in the standard tenant time zone. Multiple references to the ENTERPRISE\_DATE, TENANT\_DATE and TIME\_OF\_DAY dimensions indicate the start date and time of the interaction resource in two time zones (GMT and standard).

Media-neutral counts and durations are provided to categorize the time spent on various activities, such as time spent in mediation in queues, routing points, and IVR ports.

The RESOURCE\_ dimension indicates the routing point, queue, IVR port, or agent that processed the interaction segment. The PLACE dimension indicates the place where the IRF was processed.

The TECHNICAL\_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION\_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service being requested.

The STRATEGY dimension identifies the Genesys routing strategy or IVR application that processed the IRF.

The ROUTING\_TARGET and REQUESTED\_SKILL dimensions indicate the Genesys router's activities by identifying the target that was selected and the list of skills that were required to process the IRF.

As indicated above, many interaction attributes are formally modeled. However, deployment-specific attributes, in the form of user-defined attached data, are represented in the model. Low cardinality string user data associated with the interaction resource are represented using the USER\_DATA and USER\_DATA\_2 dimensions. Numeric user data and high cardinality string user data associated with the interaction resource are represented as facts.

## Column List

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| INTERACTION_RESOURCE_ID | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY     | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |



| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_START_DATE_TIME_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_END_DATE_TIME_KEY   | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| INTERACTION_TYPE_KEY           | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| TECHNICAL_DESCRIPTOR_KEY       | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   |   | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| RESOURCE_GROUP_COMBINATION_KEY | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| STRATEGY_KEY                   | NUMBER(10) |   | X | X |    |
| ROUTING_TARGET_KEY             | NUMBER(10) |   | X | X |    |
| REQUESTED_SKILL_KEY            | NUMBER(10) |   | X | X |    |
| INTERACTION_DESCRIPTOR_KEY     | NUMBER(10) |   | X | X |    |
| CUSTOMER_KEY                   | NUMBER(19) |   | X | X |    |
| USER_DATA_KEY                  | NUMBER(10) |   | X | X |    |
| USER_DATA_2_KEY                | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| INTERACTION_ID                 | NUMBER(19) |   | X | X |    |
| ROOT_INTERACTION_ID            | NUMBER(19) |   |   |   |    |
| IXN_RES_FACT_EXT_KEY           | NUMBER(19) |   |   | X |    |
| RES_PREVIOUS_DT_STATE_KEY      | NUMBER(10) |   | X | X |    |
| RES_PREVIOUS_SM_STATE_KEY      | NUMBER(10) |   | X | X |    |
| RES_PREVIOUS_SM_STATE_FACT_KEY | NUMBER(19) |   |   | X |    |
| PRIMARY_IXN_SEGMENT_ID         | NUMBER(19) |   | X | X |    |
| LAST_RP_RESOURCE_KEY           | NUMBER(10) |   | X | X |    |
| LAST_QUEUE_RESOURCE_KEY        | NUMBER(10) |   | X | X |    |
| LAST_IVR_RESOURCE_KEY          | NUMBER(10) |   | X | X |    |
| MEDIATION_SEGMENT_ID           | NUMBER(19) |   |   |   |    |
| MEDIATION_RESOURCE_KEY         | NUMBER(10) |   | X | X |    |
| MEDIATION_START_DATE_TIME_KEY  | NUMBER(10) |   |   |   |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |

| Code                         | Data Type     | P | M | F | DV |
|------------------------------|---------------|---|---|---|----|
| GMT_END_TIME                 | DATE          |   |   |   |    |
| STD_ENTERPRISE_START_TIME    | DATE          |   |   |   |    |
| STD_ENTERPRISE_END_TIME      | DATE          |   |   |   |    |
| STD_TENANT_START_TIME        | DATE          |   |   |   |    |
| STD_TENANT_END_TIME          | DATE          |   |   |   |    |
| INTERACTION_RESOURCE_ORDINAL | NUMBER(5)     |   |   |   |    |
| FIRST_SVC_OR_ABN_FLAG        | NUMBER(1)     |   |   |   |    |
| LAST_INTERACTION_RESOURCE    | NUMBER(1)     |   |   |   |    |
| INTERACTION_SEGMENT_COUNT    | NUMBER(5)     |   |   |   |    |
| TOTAL_DURATION               | NUMBER(10)    |   |   |   |    |
| LEAD_CLIP_DURATION           | NUMBER(10)    |   |   |   |    |
| TRAIL_CLIP_DURATION          | NUMBER(10)    |   |   |   |    |
| ROUTING_POINT_COUNT          | NUMBER(5)     |   |   |   |    |
| ROUTING_POINT_DURATION       | NUMBER(10)    |   |   |   |    |
| QUEUE_COUNT                  | NUMBER(5)     |   |   |   |    |
| QUEUE_DURATION               | NUMBER(10)    |   |   |   |    |
| IVR_PORT_COUNT               | NUMBER(5)     |   |   |   |    |
| IVR_PORT_DURATION            | NUMBER(10)    |   |   |   |    |
| HANDLE_COUNT                 | NUMBER(5)     |   |   |   |    |
| CUSTOMER_HANDLE_COUNT        | NUMBER(5)     |   |   |   |    |
| PREVIOUS_MEDIATION_DURATION  | NUMBER(10)    |   |   |   |    |
| MEDIATION_DURATION           | NUMBER(10)    |   |   |   |    |
| MEDIATION_COUNT              | NUMBER(5)     |   |   |   |    |
| REQUESTED_SKILL_COUNT        | NUMBER(5)     |   |   |   |    |
| MATCHED_SKILL_COUNT          | NUMBER(5)     |   |   |   |    |
| BASELINE_SERVICE_OBJECTIVE   | NUMBER(10)    |   |   |   |    |
| MET_SERVICE_OBJECTIVE_FLAG   | NUMBER(1)     |   |   |   |    |
| SHORT_ABANDONED_FLAG         | NUMBER(1)     |   |   |   |    |
| CONFERENCE_INITIATED_COUNT   | NUMBER(5)     |   |   |   |    |
| CONFERENCE_JOINED_COUNT      | NUMBER(5)     |   |   |   |    |
| CONSULT_INITIATED_COUNT      | NUMBER(5)     |   |   |   |    |
| CONSULT_RECEIVED_COUNT       | NUMBER(5)     |   |   |   |    |
| CASE_ID                      | VARCHAR2(255) |   |   |   |    |
| USER_DATA_1                  | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_2                  | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_3                  | NUMBER(14,4)  |   |   |   |    |

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| USER_DATA_4          | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_5          | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_6          | NUMBER(10)    |   |   |   |    |
| USER_DATA_7          | NUMBER(10)    |   |   |   |    |
| USER_DATA_8          | NUMBER(10)    |   |   |   |    |
| USER_DATA_9          | NUMBER(10)    |   |   |   |    |
| USER_DATA_10         | NUMBER(10)    |   |   |   |    |
| USER_DATA_11         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_12         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_13         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_14         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_15         | VARCHAR2(255) |   |   |   |    |
| USER_DATA_16         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_17         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_18         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_19         | VARCHAR2(128) |   |   |   |    |
| USER_DATA_20         | VARCHAR2(128) |   |   |   |    |
| ACTIVE_FLAG          | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

#### Column INTERACTION\_RESOURCE\_ID

The primary key of this table.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the GMT time zone when the IRF resource's participation in the interaction began.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date in the GMT time zone when the IRF resource's participation in the interaction began.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the time of day in the GMT time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the IRF resource's participation in the interaction began.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the IRF resource's participation in the interaction began.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the time of day in the standard enterprise time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_START\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables to identify the calendar date and 15-minute interval in the standard tenant time zone when the IRF resource's participation in the interaction began.

**Column STD\_TENANT\_END\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables to identify the calendar date and 15-minute interval in the standard tenant time zone when the IRF resource's participation in the interaction ended.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to identify the time of day in the standard tenant time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF resource.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column TECHNICAL\_DESCRIPTOR\_KEY**

The surrogate key used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables to indicate the role and result of the IRF resource's participation in the interaction.

### Column MEDIA\_RESOURCE\_KEY

The surrogate key used to join the RESOURCE\_ dimension to the aggregate tables. This key represents the media resource associated with the IRF resource. For an agent or IVR port IRF resource, this refers to the agent's or IVR port's DN. For a queue or routing point resource, this key holds the same value as RESOURCE\_KEY.

### Column RESOURCE\_KEY

The surrogate key used to join the RESOURCE\_ dimension to the fact tables to identify the IRF resource.

### Column RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key used to join this table to the RESOURCE\_GROUP\_COMBINATION dimension to identify a specific combination of resource groups to which the IRF resource belongs when the IRF began. This field references the default 'No Group' dimension value if the IRF resource belongs to no group.

### Column PLACE\_KEY

The surrogate key used to join the PLACE dimension to the fact tables to identify the place associated with the media resource key.

### Column STRATEGY\_KEY

The surrogate key used to join to the STRATEGY dimension to the fact tables to identify the name of the routing strategy used during mediation of this IRF. The value is based on the last routing point (the interaction segment fact with the highest ordinal) involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a routing point resource.

### Column ROUTING\_TARGET\_KEY

The surrogate key used to join the ROUTING\_TARGET dimension to the fact tables to identify the routing target used during mediation of this IRF. The value is based on the last routing point (the interaction segment fact with the highest ordinal) involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a routing point resource.

### Column REQUESTED\_SKILL\_KEY

The surrogate key used to join the REQUESTED\_SKILL and REQUESTED\_SKILL\_COMBINATION dimensions to the fact table to identify the requested skills associated with the interaction. If requested skills were not specified during IRF mediation, they are inherited from the previous IRF. If requested skills were not specified for this interaction, this key references the default 'No Skill' dimension value.

### Column INTERACTION\_DESCRIPTOR\_KEY

The surrogate key used to join the INTERACTION\_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, associated with the interaction. If these attributes were not specified during this IRF mediation, they are inherited from the previous IRF. If they were not specified for this interaction, this key references the default 'Unspecified' dimension value.

### Column CUSTOMER\_KEY

The surrogate key used to join the CUSTOMER dimension to the fact tables. This value is inherited from the previous IRF if a new customer is not associated with this IRF. If no customer was specified during the interaction, the key will reference the default 'Unspecified' dimension value.

### Column USER\_DATA\_KEY

The surrogate key used to join the USER\_DATA dimension to the fact tables to identify the user-defined attached data attributes associated with the interaction. If no data values change during this IRF, UserData is inherited from the previous IRF. If UserData was not specified for this interaction, this key references the default 'Unspecified' dimension value.

### Column USER\_DATA\_2\_KEY

The surrogate key used to join the USER\_DATA\_2 dimension to the fact tables to identify the user-defined attached data attributes associated with the interaction. If no data values change during this IRF, UserData is inherited from the previous IRF. If UserData not specified for this interaction, this key references the default 'Unspecified' dimension value.

### Column CREATE\_AUDIT\_KEY

Surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

Surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

### Column INTERACTION\_ID

The interaction fact primary key.

### Column ROOT\_INTERACTION\_ID

The root interaction fact primary key. This field is always null.

### Column IXN\_RES\_FACT\_EXT\_KEY

The key used to join the media-specific interaction resource fact extension to this table. The IRF's media type can be used to determine to which media-specific interaction resource fact extension table, such as the VOICE\_RES\_FACT\_EXT table, to join this table.

### Column RES\_PREVIOUS\_DT\_STATE\_KEY

The surrogate key used to join this table to the RESOURCE\_STATE dimension to indicate the detailed state for the associated agent's DN/queue immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions received or initiated during ACW or Not Ready agent states. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

**Column RES\_PREVIOUS\_SM\_STATE\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE dimension to indicate the agent's summarized state immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions received or initiated during ACW or Not Ready agent states. If the IRF resource is other than an agent, this key references the default "Unknown" state value. The value of this field is equivalent to RES\_PREVIOUS\_DT\_STATE\_KEY when the agent is logged in to only one DN at one place.

**Column RES\_PREVIOUS\_SM\_STATE\_FACT\_KEY**

The surrogate key used to join this table to the SM\_RES\_STATE\_FACT dimension to indicate the agent's summarized state immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions received or initiated during ACW or Not Ready agent states. If the IRF resource is other than an agent, this value is null.

**Column PRIMARY\_I\_XN\_SEGMENT\_ID**

Indicates the primary interaction segment fact out of the group of interaction segments that were combined to form this IRF.

**Column LAST\_RP\_RESOURCE\_KEY**

Used to join this table to the RESOURCE\_ dimension to indicate the last routing point (having the greatest interaction segment fact ordinal value) that the interaction passed through prior to arriving at the IRF resource. The key references the default "No Resource" dimension value if the IRF mediation did not involve a routing point resource. If the IRF ended in a routing point resource, this value is the same as RESOURCE\_KEY.

**Column LAST\_QUEUE\_RESOURCE\_KEY**

Used to join this table to the RESOURCE\_ dimension to indicate the resource key of the last queue (having the greatest interaction segment fact ordinal value) that the interaction passed through prior to arriving at the IRF resource. The key references the default "No Resource" dimension value if the IRF mediation did not involve a queue resource. If the IRF ended in a queue resource, this value is the same as RESOURCE\_KEY.

**Column LAST\_IVR\_RESOURCE\_KEY**

Used to join this table to the RESOURCE\_ dimension to indicate the resource key of the last non-self service IVR port (having the greatest interaction segment fact ordinal value) that the interaction passed through prior to arriving at the IRF resource. (Self service IVR ports generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" dimension value if the IRF mediation did not involve an IVR port resource. If the IRF ended in an IVR port resource, this value is the same as RESOURCE\_KEY.

**Column MEDIATION\_SEGMENT\_ID**

The ID of the mediation segment fact row that distributed the interaction. This value is NULL for any mediation resource other than an ACD or virtual queue.

**Column MEDIATION\_RESOURCE\_KEY**

The key to the RESOURCE\_ dimension to identify the mediation resource that distributed the interaction. Where the mediation DN is other than an ACD or virtual queue, this key references the default "No Resource" dimension value.

**Column MEDIATION\_START\_DATE\_TIME\_KEY**

The surrogate key to the DATE\_TIME dimension to identify the starting date and time when the interaction began mediation to the IRF resource.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the IRF resource's participation in the interaction began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the IRF resource's participation in the interaction ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the IRF resource's participation in the interaction began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the IRF resource's participation in the interaction ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the IRF resource's participation in the interaction began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the IRF resource's participation in the interaction ended.

**Column INTERACTION\_RESOURCE\_ORDINAL**

The order in which the IRF occurred, starting with 1, relative to other IRFs of the same interaction.

**Column FIRST\_SVC\_OR\_ABN\_FLAG**

When set to 1, this flag indicates whether this row represents either:

- The first agent or self-service IVR application to be offered the interaction, or
- The resource where the interaction was abandoned before being offered to an agent or self-service IVR application.

This flag is set to 1 for only one of the IRFs that comprise the interaction and to 0 for the other IRFs.

**Column LAST\_INTERACTION\_RESOURCE**

Indicates whether this is the last IRF for this interaction: 0=No, 1=Yes.



**Column INTERACTION\_SEGMENT\_COUNT**

This value represents the number of interaction segments that were summarized to populate the IRF. It is for lineage purposes only.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures.

**Column LEAD\_CLIP\_DURATION**

For interactions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the IRF resource's participation in the interaction. This duration is measured from the start of the IRF resource's participation in the interaction to the end of the first interval.

**Column TRAIL\_CLIP\_DURATION**

For interactions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the IRF resource's participation in the interaction. This duration is measured from the start of the last interval to the end of the IRF resource's participation in the interaction.

**Column ROUTING\_POINT\_COUNT**

Indicates whether the routing of this IRF occurred through a routing point DN: 0=No, 1=Yes.

**Column ROUTING\_POINT\_DURATION**

The sum of the durations, in seconds, that this IRF spent in routing point resources prior to arrival at the IRF resource.

**Column QUEUE\_COUNT**

Indicates whether the routing of this IRF occurred through an ACD queue resource: 1=Yes, 0=No.

**Column QUEUE\_DURATION**

The sum of the durations, in seconds, that this IRF spent in ACD queue resources prior to arrival at the IRF resource.

**Column IVR\_PORT\_COUNT**

The count of IRFs associated with an IVR port resource.

**Column IVR\_PORT\_DURATION**

The sum of the durations, in seconds, that this IRF spent in IVR port resources prior to arrival at the IRF resource.

### Column HANDLE\_COUNT

Indicates whether an IVR port or agent resource answered the voice interaction as reflected by the resource's state (such as Talking). This value is 0 when the resource did not answer (as might be the case if the interaction was abandoned while ringing at the target or rerouted upon no answer) and 1 if the interaction was answered.

### Column CUSTOMER\_HANDLE\_COUNT

Indicates whether the customer was present when the handling IVR port or agent resource answered the voice interaction (that is transitioned from alerting to connected). If so, this value is 1. If the customer is not present, such as when the IRF represents the resource receiving a consultation, then this value is 0.

### Column PREVIOUS\_MEDIATION\_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of:

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time.

### Column MEDIATION\_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or nonself-service IVR ports) prior to reaching the resource represented by the IRF row. For voice interactions, this time is measured from the mediation start time of the IRF to the moment when the interaction arrives at the resource represented by the IRF row. This value does not include ring time at the IRF resource.

### Column MEDIATION\_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0=No, 1=Yes.

### Column REQUESTED\_SKILL\_COUNT

The count of skills requested during routing to find an appropriate agent.

### Column MATCHED\_SKILL\_COUNT

The count of requested skills that matched the skills associated with the IRF resource. This field applies only to IRF rows that represent agent resources. For other resource types, this field's value is null.

### Column BASELINE\_SERVICE\_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service according to a configurable baseline service object. For voice, this is measured from the IRF's mediation start time to the time an agent resource answered the call.

**Column MET\_SERVICE\_OBJECTIVE\_FLAG**

Indicates whether the customer received service within the timeframe required based on the value of BASELINE\_SERVICE\_OBJECTIVE: 1=Yes, 0=No.

**Column SHORT\_ABANDONED\_FLAG**

Indicates whether the IRF abandoned inside the short-abandoned threshold (determined by the short-abandon-threshold configuration option) while at the IRF resource. If TOTAL\_DURATION is greater than or equal to this threshold, then this value is 0; otherwise, this value is 1.

**Column CONFERENCE\_INITIATED\_COUNT**

The count of conferences initiated by the IRF resource.

**Column CONFERENCE\_JOINED\_COUNT**

Indicates whether the IRF resource joined a conference during the IRF resource's participation in the interaction: 0=No, 1=Yes.

**Column CONSULT\_INITIATED\_COUNT**

The count of consultations initiated by the IRF resource.

**Column CONSULT\_RECEIVED\_COUNT**

Indicates whether the IRF resource was consulted by another resource during the IRF resource's participation in the interaction: 0=No, 1=Yes.

**Column CASE\_ID**

The case ID as it appears in an external case management application.

**Column USER\_DATA\_1 through USER\_DATA\_5**

User-defined facts 1-5 (numeric with precision).

**Column USER\_DATA\_6 through USER\_DATA\_10**

User-defined facts 6-10 (numeric).

**Column USER\_DATA\_11 through USER\_DATA\_20**

User-defined facts 11-20 (text string).

**Column ACTIVE\_FLAG**

Indicates whether the IRF is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text  |
|--------------|---|---|
| IDX_IRF_DTM  |   | Improves access time based on Tenant Start Date Time (tenant standard time zone) for mediation. |
| IDX_IRF_SDTI |   | Improves access time based on Tenant Start Date Time (tenant standard time zone).               |
| IDX_IRF_AGGR |   | Improves access time based on the primary dimensions needed to facilitate aggregation.          |
| IDX_IRF_RC   |   | Used by the aggregation process to determine changed data.                                      |
| IDX_IRF_RU   |   | Used by the aggregation process to determine changed data.                                      |
| IDX_IRF_INT  |   | Improves access time based on Interaction ID.   |
| IDX_IRF_EXT  |   | Improves access time based on the media-specific fact extension table.                          |

**Index - IDX\_IRF\_DTM**

| Name                          | Sort      |
|-------------------------------|-----------|
| MEDIATION START DATE TIME KEY | Ascending |

**Index - IDX\_IRF\_SDTI**

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT START DATE TIME KEY | Ascending |

**Index - IDX\_IRF\_AGGR**

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT END DATE TIME KEY   | Ascending |
| INTERACTION RESOURCE ID        | Ascending |
| STD TENANT START DATE TIME KEY | Ascending |
| INTERACTION TYPE KEY           | Ascending |
| TECHNICAL DESCRIPTOR KEY       | Ascending |
| INTERACTION ID                 | Ascending |
| RES PREVIOUS SM STATE FACT KEY | Ascending |
| HANDLE COUNT                   | Ascending |
| TOTAL DURATION                 | Ascending |
| LEAD CLIP DURATION             | Ascending |

| Name                | Sort      |
|---------------------|-----------|
| TRAIL CLIP DURATION | Ascending |

## Index - IDX\_IRF\_RC

| Name                 | Sort      |
|----------------------|-----------|
| TENANT KEY           | Ascending |
| GMT ROW CREATED TIME | Ascending |

## Index - IDX\_IRF\_RU

| Name                 | Sort      |
|----------------------|-----------|
| TENANT KEY           | Ascending |
| GMT ROW UPDATED TIME | Ascending |

## Index - IDX\_IRF\_INT

| Name           | Sort      |
|----------------|-----------|
| INTERACTION ID | Ascending |

## Index - IDX\_IRF\_EXT

| Name                 | Sort      |
|----------------------|-----------|
| IXN RES FACT EXT KEY | Ascending |

## Subject Areas

| Code                 | Comment   |
|----------------------|---|
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |

## Table INTERACTION\_RESOURCE\_STATE

Allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state.

Note: States are not generated for routing point or ACD queue IRF resources as these resources only have one state.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| INTERACTION_RESOURCE_STATE_KEY | NUMBER(10) | X | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X |   |    |

| Code                  | Data Type    | P | M | F | DV |
|-----------------------|--------------|---|---|---|----|
| UPDATE_AUDIT_KEY      | NUMBER(10)   |   | X |   |    |
| STATE_NAME            | VARCHAR2(64) |   |   |   |    |
| STATE_NAME_CODE       | VARCHAR2(32) |   |   |   |    |
| STATE_ROLE            | VARCHAR2(64) |   |   |   |    |
| STATE_ROLE_CODE       | VARCHAR2(32) |   |   |   |    |
| STATE_DESCRIPTOR      | VARCHAR2(64) |   |   |   |    |
| STATE_DESCRIPTOR_CODE | VARCHAR2(32) |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE         |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)    |   |   |   |    |

#### Column INTERACTION\_RESOURCE\_STATE\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

#### Column CREATE\_AUDIT\_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data update.

#### Column STATE\_NAME

The media-neutral resource state. One of the following values:

Initiate  
Alert  
Connect  
Hold  
Wrap  
Unknown

This value can change with localization.

#### Column STATE\_NAME\_CODE

The code of the media-neutral resource state. One of the following values:

INITIATE  
ALERT  
CONNECT  
HOLD  
WRAP  
UNKNOWN

This value does not change with localization.

#### Column STATE\_ROLE

The media-neutral role of the resource state. One of the following values:

Initiator  
Receiver  
Unknown

This value can change with localization.

#### Column STATE\_ROLE\_CODE

The code of the state role. One of the following values:

INITIATOR  
RECEIVER  
UNKNOWN

This value does not change with localization.

#### Column STATE\_DESCRIPTOR

For Voice, the detailed classification describing the resource state. One of the following values:

Inbound  
Internal  
Outbound  
Outbound\_OCS  
Consult  
Unknown

The value can change with localization.

#### Column STATE\_DESCRIPTOR\_CODE

The code of the resource state descriptor. One of the following values:

INBOUND  
INTERNAL  
OUTBOUND  
OUTBOUND\_OCS  
CONSULT  
UNKNOWN

This value does not change with localization.

#### Column GMT\_ROW\_CREATED\_TIME

The date and time, GMT, that the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                       | Comment   |
|----------------------------|---|
| Interaction_Resource_State | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. |

**Table INTERACTION\_SEGMENT\_FACT**

This table provides a media-neutral, contact center perspective of interaction activity. The grain of the fact is an accumulating snapshot that represents the duration of the activity.

Each row describes the activity of one resource with respect to an interaction. The interaction segment start and end dates and times are stored as facts in three time zones (GMT, standard, and local). Multiple references to the ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY dimensions indicate the start date and time of the interaction segment in three time zones (GMT, standard, and local).

When accessed through the Genesys Info Mart Views database schema, INTERACTION\_SEGMENT\_FACT is the view name that combines intraday and historical data. The corresponding intraday-only and historical-only views contain exactly the same columns as this combined view. To access intraday-only data, prefix the view name with R\_. To access historical-only data, prefix the view name with H\_.

Media-neutral counts and durations are provided which categorize the time spent on various activities, such as time spent in a queue, time spent handling the interaction, and time spent wrapping up the interaction. Since all interaction segments do not directly involve a customer, separate counts and durations are included to reflect the time that the customer spent waiting versus being serviced.

The RESOURCE\_ dimension indicates the routing point, queue, IVR port, network resource, or agent that processed the interaction segment. The PLACE dimension indicates the place where the interaction segment was processed.

The TECHNICAL\_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the interaction segment.

The INTERACTION\_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer), the type of service being requested and the business result of the interaction segment.

The STRATEGY dimension identifies the Genesys routing strategy or IVR application that processed the interaction segment.



The ROUTING\_TARGET and REQUESTED\_SKILL dimensions indicate the Genesys routers activities by identifying the target that was selected and the list of skills that were required to process the interaction.

Cost and revenue (both in local currency and a standard currency) are included as facts. The CURRENCY dimension indicates which currency applies to the local currency facts.

As indicated above, many interaction attributes are formally modeled. However, deployment-specific attributes, in the form of user-defined attached data or UserEvent-based key-value pair (KVP) data, are represented in the model. Low-cardinality, string user data associated with the interaction segment is represented using the USER\_DATA dimension. Numeric user data and high-cardinality string user data associated with the interaction segment are represented as facts.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| INTERACTION_SEGMENT_ID         | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| INTERACTION_TYPE_KEY           | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| TECHNICAL_DESCRIPTOR_KEY       | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   |   | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| STRATEGY_KEY                   | NUMBER(10) |   | X | X |    |
| ROUTING_TARGET_KEY             | NUMBER(10) |   | X | X |    |
| REQUESTED_SKILL_KEY            | NUMBER(10) |   | X | X |    |
| INTERACTION_DESCRIPTOR_KEY     | NUMBER(10) |   | X | X |    |
| CUSTOMER_KEY                   | NUMBER(19) |   | X | X |    |
| CURRENCY_KEY                   | NUMBER(10) |   | X | X |    |
| USER_DATA_KEY                  | NUMBER(10) |   | X | X |    |

| Code                      | Data Type    | P | M | F | DV |
|---------------------------|--------------|---|---|---|----|
| USER_DATA_2_KEY           | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY          | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY          | NUMBER(10)   |   | X | X |    |
| INTERACTION_ID            | NUMBER(19)   |   | X | X |    |
| ROOT_INTERACTION_ID       | NUMBER(19)   |   |   | X |    |
| SEG_FACT_EXT_KEY          | NUMBER(19)   |   | X | X |    |
| GMT_START_TIME            | DATE         |   |   |   |    |
| GMT_END_TIME              | DATE         |   |   |   |    |
| STD_ENTERPRISE_START_TIME | DATE         |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE         |   |   |   |    |
| STD_TENANT_START_TIME     | DATE         |   |   |   |    |
| STD_TENANT_END_TIME       | DATE         |   |   |   |    |
| LOCAL_START_TIME          | DATE         |   |   |   |    |
| LOCAL_END_TIME            | DATE         |   |   |   |    |
| ORDINAL                   | NUMBER(5)    |   |   |   |    |
| LAST_SEGMENT              | NUMBER(1)    |   |   |   |    |
| INTERACTION_SEGMENT_COUNT | NUMBER(5)    |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10)   |   |   |   |    |
| QUEUE_COUNT               | NUMBER(5)    |   |   |   |    |
| QUEUE_DURATION            | NUMBER(10)   |   |   |   |    |
| ALERT_COUNT               | NUMBER(5)    |   |   |   |    |
| ALERT_DURATION            | NUMBER(10)   |   |   |   |    |
| HANDLE_COUNT              | NUMBER(5)    |   |   |   |    |
| HANDLE_DURATION           | NUMBER(10)   |   |   |   |    |
| WRAP_COUNT                | NUMBER(5)    |   |   |   |    |
| WRAP_DURATION             | NUMBER(10)   |   |   |   |    |
| CUSTOMER_HANDLE_COUNT     | NUMBER(5)    |   |   |   |    |
| CUSTOMER_HANDLE_DURATION  | NUMBER(10)   |   |   |   |    |
| CUSTOMER_WAIT_COUNT       | NUMBER(5)    |   |   |   |    |
| CUSTOMER_WAIT_DURATION    | NUMBER(10)   |   |   |   |    |
| REQUESTED_SKILL_COUNT     | NUMBER(5)    |   |   |   |    |
| MATCHED_SKILL_COUNT       | NUMBER(5)    |   |   |   |    |
| REVENUE_STD_CURRENCY      | NUMBER(14,4) |   |   |   |    |
| COST_STD_CURRENCY         | NUMBER(14,4) |   |   |   |    |
| REVENUE_LOCAL_CURRENCY    | NUMBER(14,4) |   |   |   |    |
| COST_LOCAL_CURRENCY       | NUMBER(14,4) |   |   |   |    |

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| MEDIA_SERVER_IXN_ID   | NUMBER(20)    |   |   |   |    |
| MEDIA_SERVER_IXN_GUID | VARCHAR2(50)  |   |   |   |    |
| TARGET_ADDRESS        | VARCHAR2(255) |   |   |   |    |
| CASE_ID               | VARCHAR2(255) |   |   |   |    |
| USER_DATA_1           | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_2           | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_3           | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_4           | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_5           | NUMBER(14,4)  |   |   |   |    |
| USER_DATA_6           | NUMBER(10)    |   |   |   |    |
| USER_DATA_7           | NUMBER(10)    |   |   |   |    |
| USER_DATA_8           | NUMBER(10)    |   |   |   |    |
| USER_DATA_9           | NUMBER(10)    |   |   |   |    |
| USER_DATA_10          | NUMBER(10)    |   |   |   |    |
| USER_DATA_11          | VARCHAR2(255) |   |   |   |    |
| USER_DATA_12          | VARCHAR2(255) |   |   |   |    |
| USER_DATA_13          | VARCHAR2(255) |   |   |   |    |
| USER_DATA_14          | VARCHAR2(255) |   |   |   |    |
| USER_DATA_15          | VARCHAR2(255) |   |   |   |    |
| USER_DATA_16          | VARCHAR2(128) |   |   |   |    |
| USER_DATA_17          | VARCHAR2(128) |   |   |   |    |
| USER_DATA_18          | VARCHAR2(128) |   |   |   |    |
| USER_DATA_19          | VARCHAR2(128) |   |   |   |    |
| USER_DATA_20          | VARCHAR2(128) |   |   |   |    |
| ACTIVE_FLAG           | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

### Column INTERACTION\_SEGMENT\_ID

The primary key of this table.

### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the GMT time zone.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the GMT time zone.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting date of the interaction segment in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the local enterprise time zone. Reserved for future use. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the local tenant time zone. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column TECHNICAL\_DESCRIPTOR\_KEY**

The surrogate key used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column STRATEGY\_KEY**

The surrogate key used to join the STRATEGY dimension to the fact tables.

**Column ROUTING\_TARGET\_KEY**

The surrogate key used to join the ROUTING\_ STRATEGY dimension to the fact tables.

**Column REQUESTED\_SKILL\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension to the fact tables. This key may reference multiple rows in the REQUESTED\_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

**Column INTERACTION\_DESCRIPTOR\_KEY**

The surrogate key used to join the INTERACTION\_ DESCRIPTOR dimension to the fact tables.

**Column CUSTOMER\_KEY**

The surrogate key used to join the CUSTOMER dimension to the fact tables.

**Column CURRENCY\_KEY**

The surrogate key used to join the CURRENCY dimension to the fact tables. Reserved for future use.

**Column USER\_DATA\_KEY**

The surrogate key used to join the USER\_DATA dimension to the fact tables.

**Column USER\_DATA\_2\_KEY**

The surrogate key used to join the USER\_DATA\_2 dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column INTERACTION\_ID**

The foreign key used to join the underlying interaction segment facts to their interaction fact.

**Column ROOT\_INTERACTION\_ID**

Reserved for future use.

**Column SEG\_FACT\_EXT\_KEY**

The key used to join the media-specific interaction segment fact extension table to the interaction segment fact table. The media type of the interaction segment fact can be used to determine which media-specific interaction segment fact extension table to join to the interaction segment fact table.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the interaction segment started.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when interaction segment ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the interaction segment started.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the interaction segment ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the interaction segment started.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the interaction segment ended.

**Column LOCAL\_START\_TIME**

The local date and time when the interaction segment started. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when the interaction segment ended. Reserved for future use.

**Column ORDINAL**

The order the interaction segment occurred, starting with 1, relative to the other interaction segments of the same interaction.

**Column LAST\_SEGMENT**

Indicates whether this is the last segment for this interaction. 0=No, 1=Yes.

**Column INTERACTION\_SEGMENT\_COUNT**

The interaction segment count (always 1). Useful for calculating count of interaction segments using the sum method.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the interaction segment. This value is based on the actual start time and end time of the interaction segment. As such, it will not always equal the sum of ALERT\_DURATION, HANDLE\_DURATION, and WRAP\_DURATION. In some cases, TOTAL\_DURATION will be shorter, because HANDLE\_DURATION contains overlaps between media-specific states such as DIAL\_DURATION and HOLD\_DURATION. In other cases, TOTAL\_DURATION might be longer because there is duration, between the end of HANDLE\_DURATION and the beginning of WRAP\_DURATION, that is unaccounted for.

**Column QUEUE\_COUNT**

The count applies only to queue and routing point resources (including resources for which NETWORK\_RESOURCE\_FLAG = 1) and is either 0 or 1.

**Column QUEUE\_DURATION**

The duration applies only to queue and routing point resources (including resources for which NETWORK\_RESOURCE\_FLAG = 1).

**Column ALERT\_COUNT**

The count of interaction segment states that represent the associated resource being alerted, such as Ringing for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING). The value is either 0 or 1.

**Column ALERT\_DURATION**

The duration, in seconds, of interaction segment states that represent the associated resource being alerted, such as Ringing for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

### Column HANDLE\_COUNT

The count of interaction segment states that represent the associated resource handling the interaction, such as Dialing, Talking and Hold for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only.

### Column HANDLE\_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource handling the interaction, such as Dialing, Talking and Hold for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only.

### Column WRAP\_COUNT

The count of the interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The count applies only to agent resources and is either 0 or 1. The count reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

### Column WRAP\_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The duration applies only to agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support the Wrap state. This value does not include the entire duration in which the agent makes or takes a call during ACW. In this scenario, the duration includes only the time between the start of ACW and the start of the first call made or taken while in ACW.

### Column CUSTOMER\_HANDLE\_COUNT

The count of interaction segment states that represent the associated resource interacting with the customer, such as Talking, for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_HANDLE\_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource interacting with the customer, such as Talking, for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_WAIT\_COUNT

The count of interaction segment states that represent the customer waiting, such as Hold and Queued, for voice interaction segments. The count applies interaction segments that are directly associated with the customer and reflects activity on premise segments only.

### Column CUSTOMER\_WAIT\_DURATION

The duration, in seconds, of interaction segment states that represent the customer waiting, such as Hold and Queued, for voice interaction segments. The duration applies interaction segments that are directly associated with the customer and reflects activity on premise segments only.



**Column REQUESTED\_SKILL\_COUNT**

The count of requested skills.

**Column MATCHED\_SKILL\_COUNT**

The count of requested skills that matched those of the associated resource.

**Column REVENUE\_STD\_CURRENCY**

The revenue (standard currency) associated with the interaction segment. Reserved for future use.

**Column COST\_STD\_CURRENCY**

The cost (standard currency) associated with the interaction segment. Reserved for future use.

**Column REVENUE\_LOCAL\_CURRENCY**

The revenue (local currency) associated with the interaction segment. Reserved for future use.

**Column COST\_LOCAL\_CURRENCY**

The cost (local currency) associated with the interaction segment. Reserved for future use.

**Column MEDIA\_SERVER\_IXN\_ID**

The interaction ID as reported by the interaction media server for the current call in the interaction. This ID may not be unique. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server connection ID. This field is not populated for Multimedia.

**Column MEDIA\_SERVER\_IXN\_GUID**

The interaction GUID as reported by the interaction media server for the current call in the interaction. This GUID may not be unique. In the case of T-Server voice interactions, the GUID is the call's UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

**Column TARGET\_ADDRESS**

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for Multimedia solutions, since there can be multiple target addresses. This value may represent a network resource address.

**Column CASE\_ID**

The case ID as it appears in an external case management application.

**Column USER\_DATA\_1 through USER\_DATA\_10**

Numeric facts whose values are referenced by the user-defined keys having an ID of 10021 through 10030, respectively.

**Column USER\_DATA\_11 through USER\_DATA\_20**

Text data attributes whose values are referenced by the user-defined keys having an ID of 10031 through 10040, respectively.

**Column ACTIVE\_FLAG**

Indicates whether the interaction segment is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code           | U | Description text   |
|----------------|---|--|
| SEG2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone). |
| IDX_ISF_INT_ID |   | Improves access time based on the Interaction ID.                      |
| IDX_ISF_RES    |   | Improves access time based on Resource.                                |
| IDX_ISF_EXT    |   | Improves access time based on the media specific fact extension table. |
| IDX_ISF_MSIG   |   | Improves access time based on MEDIA_SERVER_IXN_GUID.                   |

**Index - SEG2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - IDX\_ISF\_INT\_ID**

| Name           | Sort      |
|----------------|-----------|
| INTERACTION ID | Ascending |

**Index - IDX\_ISF\_RES**

| Name         | Sort      |
|--------------|-----------|
| RESOURCE KEY | Ascending |

## Index - IDX\_ISF\_EXT

| Name             | Sort      |
|------------------|-----------|
| SEG FACT EXT KEY | Ascending |

## Index - IDX\_ISF\_MSIG

| Name                  | Sort      |
|-----------------------|-----------|
| MEDIA SERVER IXN GUID | Ascending |

## Subject Areas

| Code                | Comment  |
|---------------------|--|
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |

## Table INTERACTION\_TYPE

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

## Column List

| Code                     | Data Type    | P | M | F | DV |
|--------------------------|--------------|---|---|---|----|
| INTERACTION_TYPE_KEY     | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY         | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY         | NUMBER(10)   |   | X | X |    |
| INTERACTION_TYPE         | VARCHAR2(64) |   |   |   |    |
| INTERACTION_TYPE_CODE    | VARCHAR2(32) |   |   |   |    |
| INTERACTION_SUBTYPE      | VARCHAR2(64) |   |   |   |    |
| INTERACTION_SUBTYPE_CODE | VARCHAR2(32) |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME     | DATE         |   |   |   |    |
| PURGE_FLAG               | NUMBER(1)    |   |   |   |    |

## Column INTERACTION\_TYPE\_KEY

The primary key of this table. This key is also the surrogate key used to join this dimension to the fact tables.

## Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column INTERACTION\_TYPE**

The interaction type. One of the following values:

Unknown  
Internal  
Inbound  
Outbound

This value can change with localization.

**Column INTERACTION\_TYPE\_CODE**

The interaction type code. One of the following:

UNKNOWN  
INTERNAL  
INBOUND  
OUTBOUND

This value does not change with localization.

**Column INTERACTION\_SUBTYPE**

The interaction subtype. One of the following values:

Unspecified  
InternalCollaborationInvite  
InternalCollaborationReply  
InboundCollaborationReply  
InboundNDR  
InboundNew  
InboundCustomerReply  
OutboundAutoResponse  
OutboundAcknowledgement  
OutboundCollaborationInvite  
OutboundContact  
OutboundNew  
OutboundNotification  
OutboundRedirect  
OutboundReply

Of these values, the following are most likely to be seen from the interaction fact:

Unspecified  
InboundNew  
InboundCustomerReply  
OutboundContact  
OutboundNew

## OutboundNotification

This value can change with localization.

### Column INTERACTION\_SUBTYPE\_CODE

The interaction subtype. One of the following values:

UNSPECIFIED  
INTERNALCOLLABORATIONINVITE  
INTERNALCOLLABORATIONREPLY  
INBOUNDCOLLABORATIONREPLY  
INBOUNDCUSTOMERREPLY  
INBOUNDNDR  
INBOUNDNEW  
OUTBOUNDAUTORESPONSE  
OUTBOUNDACKNOWLEDGEMENT  
OUTBOUNDCOLLABORATIONINVITE  
OUTBOUNDCONTACT  
OUTBOUNDNEW  
OUTBOUNDNOTIFICATION  
OUTBOUNDREDIRECT  
OUTBOUNDREPLY

Of these values, the following are most likely to be seen from the interaction fact:

UNKNOWN  
INBOUNDNEW  
INBOUNDCUSTOMERREPLY  
OUTBOUNDCONTACT  
OUTBOUNDNEW  
OUTBOUNDNOTIFICATION

This value does not change with localization.

### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                         | Comment   |
|------------------------------|---|
| Aggr2_Out_V_Ixn_Agent        | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.  |
| Aggr2_Out_V_Ixn_Agent_Grp    | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. |
| Aggregate_Skill_Demand       | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_Skill_Demand_Group | Represents summary information about resource groups and the skill combinations of incoming interactions.   |
| Interaction                  | Represents interactions from a customer experience perspective.   |
| Interaction_Resource         | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.   |
| Interaction_Segment          | Represents interaction activity from the perspective of contact center resources in a particular role.  |
| Mediation_Segment            | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.  |

## Table IXN\_RESOURCE\_STATE\_FACT

Each row in this table describes an agent resource's interaction-related state. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as facts in two time zones (GMT and standard). They are also stored as DATE\_TIME dimension references in the standard tenant time zone. The start date and time are also stored as dimension references for ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY in two time zones (GMT and standard). The place associated with the resource state is also included as a dimensional reference.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| IXN_RESOURCE_STATE_FACT_KEY    | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_TENANT_START_DATE_TIME_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_END_DATE_TIME_KEY   | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |

| Code                           | Data Type     | P | M | F | DV |
|--------------------------------|---------------|---|---|---|----|
| TENANT_KEY                     | NUMBER(10)    |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10)    |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10)    |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10)    |   | X | X |    |
| PLACE_KEY                      | NUMBER(10)    |   | X | X |    |
| INTERACTION_RESOURCE_STATE_KEY | NUMBER(10)    |   | X | X |    |
| INTERACTION_TYPE_KEY           | NUMBER(10)    |   | X |   |    |
| CREATE_AUDIT_KEY               | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10)    |   | X | X |    |
| INTERACTION_RESOURCE_ID        | NUMBER(19)    |   |   | X |    |
| GMT_START_TIME                 | DATE          |   |   |   |    |
| GMT_END_TIME                   | DATE          |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE          |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE          |   |   |   |    |
| STD_TENANT_START_TIME          | DATE          |   |   |   |    |
| STD_TENANT_END_TIME            | DATE          |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10)    |   |   |   |    |
| LEAD_CLIP_DURATION             | NUMBER(10)    |   |   |   |    |
| TRAIL_CLIP_DURATION            | NUMBER(10)    |   |   |   |    |
| TARGET_ADDRESS                 | VARCHAR2(255) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE          |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)     |   |   |   |    |

### Column IXN\_RESOURCE\_STATE\_FACT\_KEY

The primary key of this table.

### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction resource state fact began.

### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction resource state fact began.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the GMT time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the standard enterprise time zone when the interaction resource state fact began.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction resource state fact began.

**Column STD\_TENANT\_START\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables to indicate the calendar date and 15-minute interval in the standard tenant time zone when the interaction resource state fact began.

**Column STD\_TENANT\_END\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables to indicate the calendar date and 15-minute interval in the standard tenant time zone when the interaction resource state fact ended.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the standard enterprise time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the standard tenant time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.



**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column INTERACTION\_RESOURCE\_STATE\_KEY**

The surrogate key used to join the INTERACTION\_RESOURCE\_STATE dimension to the fact tables.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join the INTERACTION\_TYPE dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

Surrogate key used to join to the AUDIT dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

Surrogate key used to join to the AUDIT dimension. Specifies the lineage for data update.

**Column INTERACTION\_RESOURCE\_ID**

The interaction resource fact primary key.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the interaction resource state fact began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the interaction resource state fact ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the interaction resource state fact began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the interaction resource state fact ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the interaction resource state fact began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the interaction resource state fact ended.

**Column TOTAL\_DURATION**

The total duration, in seconds, that the resource has been in the state irrespective of the interval(s) in which the state endures.

**Column LEAD\_CLIP\_DURATION**

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

**Column TRAIL\_CLIP\_DURATION**

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

**Column TARGET\_ADDRESS**

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION\_RESOURCE\_STATE.STATE\_NAME\_CODE field is 'INITIATED'; otherwise, this field is null.

**Column ACTIVE\_FLAG**

Indicates whether the resource state is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The date and time, GMT, that the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The date and time, GMT, that the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged (1 = Yes).

**Index List**

| Code          | U | Description text   |
|---------------|---|--|
| IDX_IRSF_AGGR |   | Improves access time based on the primary dimensions needed to facilitate aggregation. |
| IDX_IRSF_RC   |   | Used by the aggregation process to determine changed data.                             |
| IDX_IRSF_IRF  |   | Improves access time based on Interaction Resource ID.                                 |

## Index - IDX\_IRSF\_AGGR

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT END DATE TIME KEY   | Ascending |
| INTERACTION_RESOURCE_ID        | Ascending |
| STD TENANT START DATE TIME KEY | Ascending |
| INTERACTION RESOURCE STATE KEY | Ascending |
| TENANT KEY                     | Ascending |
| MEDIA TYPE KEY                 | Ascending |
| RESOURCE KEY                   | Ascending |
| INTERACTION TYPE KEY           | Ascending |
| TOTAL DURATION                 | Ascending |
| LEAD CLIP DURATION             | Ascending |
| TRAIL CLIP DURATION            | Ascending |

## Index - IDX\_IRSF\_RC

| Name                 | Sort      |
|----------------------|-----------|
| TENANT KEY           | Ascending |
| GMT ROW CREATED TIME | Ascending |

## Index - IDX\_IRSF\_IRF

| Name                    | Sort      |
|-------------------------|-----------|
| INTERACTION_RESOURCE_ID | Ascending |

## Subject Areas

| Code                       | Comment   |
|----------------------------|---|
| Interaction_Resource_State | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. |

## Table MEDIA\_TYPE

Allows facts to be described based on media type, such as voice. Each row describes one media type. The Genesys Info Mart Server adds new Open Media media types to this table as they are encountered.

## Column List

| Code             | Data Type  | P | M | F | DV |
|------------------|------------|---|---|---|----|
| MEDIA_TYPE_KEY   | NUMBER(10) | X | X |   |    |
| CREATE_AUDIT_KEY | NUMBER(10) |   | X | X |    |

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| MEDIA_NAME           | VARCHAR2(64) |   |   |   |    |
| MEDIA_NAME_CODE      | VARCHAR2(32) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

#### Column MEDIA\_TYPE\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact and aggregate tables.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column MEDIA\_NAME

The media name. For voice and multimedia, one of the following values:

None  
Voice  
Email  
Chat  
SIP Chat

For Open Media media types, this value, originally sourced from Interaction Server, is read directly from the underlying ICON application supplying data to Info Mart.

This value can change with localization.

#### Column MEDIA\_NAME\_CODE

The media name code. For voice and multimedia, one of the following values:

NONE  
VOICE  
EMAIL  
CHAT  
SIP\_CHAT

For Open Media media types, this value, originally sourced from Interaction Server, is read directly from the underlying ICON application supplying data to Info Mart.

This value does not change with localization.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

### Subject Areas

| Code                         | Comment   |
|------------------------------|---|
| Aggregate_Skill_Demand       | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_Skill_Demand_Group | Represents summary information about resource groups and the skill combinations of incoming interactions.                                   |
| Contact_Attempt              | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State        | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb               | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| Interaction                  | Represents interactions from a customer experience perspective.   |
| Interaction_Resource         | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State   | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment          | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment            | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Resource_Session             | Represents detailed agent resource media sessions from login to logout.   |
| Resource_State               | Represents contact center resource activities, summarized to the media type and place.  |
| Resource_State_Reason        | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                              |

| Code                          | Comment  |
|-------------------------------|--|
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type. |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.                              |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.                       |

## Table MEDIATION\_SEGMENT\_FACT

This table describes interaction activity with respect to mediation DNs, such as virtual and ACD queues. The grain of the fact spans the time from when the interaction enters the mediation DN to when the interaction leaves the mediation DN in one of the following three ways:

- Abandoned in the mediation DN.
- Cleared from the mediation DN (for virtual queues only).
- Distributed from the mediation DN, including the time it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource.

For voice, only completed ACD and virtual queue activity is populated; for Multimedia, both active and completed virtual queue activity is populated.

The mediation segment start and end dates and times are stored as facts in three time zones (GMT, standard, and local). Multiple references to the ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY dimensions indicate the start date and time of the mediation segment in three time zones (GMT, standard, and local). A reference to the DATE\_TIME dimension indicates the start date and 15-minute interval in standard tenant time zone.

### Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| MEDIATION_SEGMENT_ID           | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_TIME_KEY       | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |

| Code                           | Data Type    | P | M | F | DV |
|--------------------------------|--------------|---|---|---|----|
| UPDATE_AUDIT_KEY               | NUMBER(10)   |   | X | X |    |
| TENANT_KEY                     | NUMBER(10)   |   | X | X |    |
| INTERACTION_TYPE_KEY           | NUMBER(10)   |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10)   |   | X | X |    |
| TECHNICAL_DESCRIPTOR_KEY       | NUMBER(10)   |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10)   |   | X | X |    |
| RESOURCE_GROUP_COMBINATION_KEY | NUMBER(10)   |   | X | X |    |
| INTERACTION_ID                 | NUMBER(19)   |   |   | X |    |
| MEDIA_SERVER_IXN_GUID          | VARCHAR2(50) |   |   |   |    |
| MEDIATION_GUID                 | VARCHAR2(50) |   |   |   |    |
| MEDIATION_SEGMENT_COUNT        | NUMBER(5)    |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10)   |   |   |   |    |
| MEDIATION_DURATION             | NUMBER(10)   |   |   |   |    |
| TARGET_IXN_SEGMENT_ID          | NUMBER(19)   |   |   | X |    |
| TARGET_SEG_FACT_EXT_KEY        | NUMBER(19)   |   |   |   |    |
| TARGET_IXN_RESOURCE_ID         | NUMBER(19)   |   |   | X |    |
| TARGET_RES_FACT_EXT_KEY        | NUMBER(19)   |   |   |   |    |
| TARGET_RESOURCE_KEY            | NUMBER(10)   |   |   | X |    |
| TARGET_RES_GROUP_COMBO_KEY     | NUMBER(10)   |   |   | X |    |
| TARGET_MEDIA_RESOURCE_KEY      | NUMBER(10)   |   |   | X |    |
| TARGET_PLACE_KEY               | NUMBER(10)   |   |   | X |    |
| SHORT_ABANDONED_FLAG           | NUMBER(1)    |   |   |   |    |
| ANSWER_THRESHOLD               | NUMBER(10)   |   |   |   |    |
| MET_THRESHOLD_FLAG             | NUMBER(1)    |   |   |   |    |
| GMT_START_TIME                 | DATE         |   |   |   |    |
| GMT_END_TIME                   | DATE         |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE         |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE         |   |   |   |    |
| STD_TENANT_START_TIME          | DATE         |   |   |   |    |
| STD_TENANT_END_TIME            | DATE         |   |   |   |    |
| LOCAL_START_TIME               | DATE         |   |   |   |    |
| LOCAL_END_TIME                 | DATE         |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)    |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE         |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)    |   |   |   |    |

**Column MEDIATION\_SEGMENT\_ID**

The primary key of this table.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction entered the mediation DN.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_ dimension to the fact tables to indicate the date in the GMT time zone when the interaction entered the mediation DN.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the GMT time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the standard enterprise time zone when the interaction entered the mediation DN.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_ DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction entered the mediation DN.

**Column STD\_TENANT\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_ TIME dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction entered the mediation DN. Specifies the date and 15-minute interval of the day.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the standard enterprise time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the standard tenant time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date in the local enterprise time zone when the interaction entered the mediation DN. Reserved for future use.



**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date in the local tenant time zone when the interaction entered the mediation DN. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day in the local time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables to indicate the tenant to which the mediation DN belongs.

**Column INTERACTION\_TYPE\_KEY**

The surrogate key used to join this table to the INTERACTION\_TYPE dimension to identify the interaction's type. For voice interactions, this value is derived from the related INTERACTION\_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction that was placed in the virtual queue.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join this table to the MEDIA\_TYPE dimension to identify the media type associated with this interaction segment. For voice interactions, this value is derived from the related INTERACTION\_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction that was placed in the virtual queue.

**Column TECHNICAL\_DESCRIPTOR\_KEY**

The surrogate key used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables to indicate the result of the mediation segment, such as Abandoned, Cleared, or Diverted.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables to indicate the mediation DN resource.

**Column RESOURCE\_GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the mediation DN resource was a member when the interaction entered the mediation DN. This field references the default 'No Group' value if the mediation DN does not belong to a group.

**Column INTERACTION\_ID**

The interaction fact primary key.

**Column MEDIA\_SERVER\_IXN\_GUID**

The unique interaction ID as reported by the interaction media server. In the case of T-Server Voice, the GUID is the call's UUID. In the case of Multimedia, the GUID is the interaction ID from Interaction Server.

**Column MEDIATION\_GUID**

The unique ID that represents the interaction in the virtual queue as reported by URS through ICON. URS uses this ID to resolve calls that are stuck in a virtual queue. GIM uses this ID to implement HA deduplication of virtual queue activity between two IDBs. For ACD queue activity, this field contains the party ID for the ACD queue party as reported by ICON.

**Column MEDIATION\_SEGMENT\_COUNT**

The mediation DN segment count (always 1). This field is useful for calculating the count of mediation DN segments, using the sum method.

**Column TOTAL\_DURATION**

The time, in seconds, from when the interaction enters the mediation DN until the interaction reaches the target resource following distribution from the mediation DN. In cases where the interaction is answered by an agent or abandoned while ringing at the agent, TOTAL\_DURATION includes ring time. In cases where the interaction is abandoned or cleared, TOTAL\_DURATION equals MEDIATION\_DURATION, which is described below.

**Column MEDIATION\_DURATION**

The time, in seconds, from when the interaction enters the mediation DN until the interaction is removed, for any reason. This duration excludes any durations associated with the interaction after it has left the mediation DN but includes any associated duration while the interaction was stuck in a virtual queue.

**Column TARGET\_IXN\_SEGMENT\_ID**

The interaction segment ID of the target of the distribution from this mediation DN. This ID is used to join to the INTERACTION\_SEGMENT\_FACT table.

**Column TARGET\_SEG\_FACT\_EXT\_KEY**

The segment extension fact key of the target of the distribution from this mediation DN. This key is used to join this table to the VOICE\_SEG\_FACT\_EXT or MMEDIA\_SEG\_FACT\_EXT table, depending on the media type.

**Column TARGET\_IXN\_RESOURCE\_ID**

The interaction resource ID of the target of the distribution from this mediation DN used to join this table to the INTERACTION\_RESOURCE\_FACT table. This field is null for other than voice interactions.

**Column TARGET\_RES\_FACT\_EXT\_KEY**

The segment extension fact key of the target of the distribution from this mediation DN used to join this table to the VOICE\_RES\_FACT\_EXT table. This field is null for other than voice interactions.

**Column TARGET\_RESOURCE\_KEY**

Used to join this table to the RESOURCE\_ dimension. The resource key of the target of the distribution from this mediation DN. This field references the default 'No Resource' value if there is no target resource.

**Column TARGET\_RES\_GROUP\_COMBO\_KEY**

Used to join this table to the RESOURCE\_GROUP\_COMBINATION dimension. The resource group combination key of the target of the distribution from this mediation DN. This key represents the groups to which the target resource was a member at the time it was offered the interaction. This field references the default 'No Group' dimension value if the target resource belongs to no group.

**Column TARGET\_MEDIA\_RESOURCE\_KEY**

Used to join this table to the RESOURCE\_ dimension. The media resource key of the target of the distribution from this mediation DN.

**Column TARGET\_PLACE\_KEY**

Used to join this table to the PLACE dimension. The place key of the target of the distribution from this mediation DN. This field references the default 'No Place' value if the target media resource is not associated with a place.

**Column SHORT\_ABANDONED\_FLAG**

Indicates whether the interaction was abandoned in the mediation DN within a predefined threshold (defined by the q-short-abandoned-threshold-voice configuration option), in which case the value is 1, or abandoned in the mediation DN outside this threshold (value is 0). If the interaction was not abandoned at all, this value is 0.

**Column ANSWER\_THRESHOLD**

The number of seconds, that establishes a threshold for an interaction to be both distributed from the mediation DN and accepted by the target resource. This value is derived from the value of the q-answer-threshold-voice or q-answer-threshold-mm configuration options.

**Column MET\_THRESHOLD\_FLAG**

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold (defined by the q-answer-threshold-voice or q-answer-threshold-mm configuration options). If so, the value of this field is 1; if otherwise, the value is 0.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the interaction entered the mediation DN.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the interaction left the mediation DN (was diverted, cleared, or abandoned while queued). For multimedia, this value also depends on the value of the ACTIVE\_FLAG field. For active segments where ACTIVE\_FLAG=1, this field instead represents a far-into-the-future date and time, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the interaction entered the mediation DN.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the interaction left the mediation DN (was diverted, cleared, or abandoned while queued). For multimedia, this value also depends on the value of the ACTIVE\_FLAG field. For active segments where ACTIVE\_FLAG=1, this field instead represents a far-into-the-future date and time, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the interaction entered the mediation DN.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the interaction left the mediation DN (was diverted, cleared, or abandoned while queued). For multimedia, this value also depends on the value of the ACTIVE\_FLAG field. For active segments where ACTIVE\_FLAG=1, this field instead represents a far-into-the-future date and time, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when the interaction entered the mediation DN. Reserved for future use.

**Column LOCAL\_END\_TIME**

Reserved for future use.

**Column ACTIVE\_FLAG**

A flag indicating whether the mediation DN segment is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code        | U | Description text   |
|-------------|---|--|
| MSS2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| MSS2TNT_FK  |   | Improves access time based on Tenant.                                  |
| IDX_MS_INT  |   | Improves access time based on Interaction ID.                          |
| IDX_MSF_DT  |   | Improves access time based on DATE_TIME (tenant standard time zone).   |
| IDX_MSF_IRF |   | Improves access time based on Target Interaction Resource ID.          |
| IDX_MSF_RC  |   | Used by the aggregation process to determine changed data.             |

**Index - MSS2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - MSS2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Index - IDX\_MS\_INT**

| Name           | Sort      |
|----------------|-----------|
| INTERACTION_ID | Ascending |

**Index - IDX\_MSF\_DT**

| Name                     | Sort      |
|--------------------------|-----------|
| STD TENANT DATE TIME KEY | Ascending |
| TENANT KEY               | Ascending |
| MEDIA TYPE KEY           | Ascending |

## Index - IDX\_MSF\_IRF

| Name                   | Sort      |
|------------------------|-----------|
| TARGET_IXN_RESOURCE_ID | Ascending |

## Index - IDX\_MSF\_RC

| Name                 | Sort      |
|----------------------|-----------|
| TENANT KEY           | Ascending |
| MEDIA TYPE KEY       | Ascending |
| GMT ROW CREATED TIME | Ascending |

## Subject Areas

| Code              | Comment  |
|-------------------|--|
| Mediation_Segment | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof. |

## Table MMEDIA\_IXN\_FACT\_EXT

This table represents interactions from the perspective of a specific Multimedia Solution media type. Information about the same interactions is captured in the INTERACTION\_FACT table; however, the INTERACTION\_FACT table characterizes the interactions in a media-neutral way, while this table characterizes interactions in a media-specific way and includes media-specific facts.

References to the ENTERPRISE\_DATE and TENANT\_DATE dimension indicate the starting date of the multimedia interaction fact in the standard time zone. These are provided to enable date range partitioning of this fact table.

## Column List

| Code                         | Data Type     | P | M | F | DV |
|------------------------------|---------------|---|---|---|----|
| MMEDIA_IXN_FACT_EXT_KEY      | NUMBER(19)    | X | X |   |    |
| STD_ENTERPRISE_DATE_KEY      | NUMBER(10)    |   | X |   |    |
| STD_TENANT_DATE_KEY          | NUMBER(10)    |   | X |   |    |
| MEDIA_SERVER_GMT_START_TIME  | DATE          |   |   |   |    |
| MEDIA_SERVER_IXN_ONLINE_FLAG | NUMBER(1)     |   |   |   |    |
| FROM_DOMAIN                  | VARCHAR2(255) |   |   |   |    |
| SUBJECT                      | VARCHAR2(255) |   |   |   |    |
| CONTACT_ID                   | VARCHAR2(255) |   |   |   |    |
| TOTAL_TRANSFER_COUNT         | NUMBER(5)     |   |   |   |    |
| TOTAL_CONSULT_COUNT          | NUMBER(5)     |   |   |   |    |
| TOTAL_CONSULT_DURATION       | NUMBER(10)    |   |   |   |    |

| Code                       | Data Type     | P | M | F | DV |
|----------------------------|---------------|---|---|---|----|
| TOTAL_CONFERENCE_COUNT     | NUMBER(5)     |   |   |   |    |
| TOTAL_CONFERENCE_DURATION  | NUMBER(10)    |   |   |   |    |
| ANSWERED_BY_AGENT_FLAG     | NUMBER(1)     |   |   |   |    |
| TRANSFERRED_BY_AGENT_FLAG  | NUMBER(1)     |   |   |   |    |
| WEBFORM_FLAG               | NUMBER(1)     |   |   |   |    |
| AUTO_RESPONSE_FLAG         | NUMBER(1)     |   |   |   |    |
| AUTO_RESPONSE_NAME         | VARCHAR2(255) |   |   |   |    |
| AUTO_ACK_FLAG              | NUMBER(1)     |   |   |   |    |
| AUTO_ACK_NAME              | VARCHAR2(255) |   |   |   |    |
| ABANDONED_BY_CUSTOMER_FLAG | NUMBER(1)     |   |   |   |    |
| DURATION_BEFORE_ABANDON    | NUMBER(10)    |   |   |   |    |
| ACTIVE_FLAG                | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME       | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME       | DATE          |   |   |   |    |
| PURGE_FLAG                 | NUMBER(1)     |   |   |   |    |

**Column MMEDIA\_IXN\_FACT\_EXT\_KEY**

The primary key of this table.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join this table to the ENTERPRISE\_DATE dimension using the standard enterprise time zone. Allows table data to be partitioned by ENTERPRISE\_DATE dimension surrogate key ranges.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join this table to the TENANT\_DATE dimension using the standard tenant time zone. Allows table data to be partitioned by TENANT\_DATE dimension surrogate key ranges.

**Column MEDIA\_SERVER\_GMT\_START\_TIME**

The GMT-equivalent date and time when the Media Server received the interaction.

**Column MEDIA\_SERVER\_IXN\_ONLINE\_FLAG**

A flag indicating whether the primary media server interaction associated with this interaction was ever associated with an online session (as is the case for chat interactions): 0=No, 1=Yes.

**Column FROM\_DOMAIN**

The domain portion of the value stored in the INTERACTION\_FACT.SOURCE\_ADDRESS field.

**Column SUBJECT**

The subject of the primary media server interaction.

**Column CONTACT\_ID**

The Universal Contact Server ID for this contact.

**Column TOTAL\_TRANSFER\_COUNT**

The number of times this interaction was transferred; if the interaction has never been transferred, this value is 0.

**Column TOTAL\_CONSULT\_COUNT**

The number of initiated consultations, calculated as the sum of those interaction segments having a technical role of INITIATEDCONSULT.

**Column TOTAL\_CONSULT\_DURATION**

The total duration, in seconds, of initiated consultations, calculated as the sum of durations of the interaction segments with a technical role of INITIATEDCONSULT.

**Column TOTAL\_CONFERENCE\_COUNT**

The total count of conferenced resources, calculated as the sum of interaction segments with a technical role of INCONFERENCE.

**Column TOTAL\_CONFERENCE\_DURATION**

The duration, in seconds, of conferenced resources, calculated as the sum of durations of interaction segments with a technical role of INCONFERENCE.

**Column ANSWERED\_BY\_AGENT\_FLAG**

A flag indicating whether an agent answered the interaction: 0=No, 1=Yes.

**Column TRANSFERRED\_BY\_AGENT\_FLAG**

A flag indicating whether the first connected agent transferred the interaction to another resource: 0=No, 1=Yes.

**Column WEBFORM\_FLAG**

A flag indicating whether the primary media server interaction is a webform: 0=No, 1=Yes.

**Column AUTO\_RESPONSE\_FLAG**

A flag indicating whether the media server interaction contains an auto-response: 0=No, 1=Yes.



**Column AUTO\_RESPONSE\_NAME**

If the interaction contains an auto-response (AUTO\_RESPONSE\_FLAG=1), then this field stores the name of the auto-response used; otherwise this field is null.

**Column AUTO\_ACK\_FLAG**

A flag indicating whether the primary media server interaction contains an auto-acknowledgement: 0=No, 1=Yes.

**Column AUTO\_ACK\_NAME**

If the interaction contains an auto-acknowledgement (AUTO\_ACK\_FLAG=1), then this field stores the name of the acknowledgement used; otherwise, this field is null.

**Column ABANDONED\_BY\_CUSTOMER\_FLAG**

A flag indicating whether the interaction was abandoned by the customer: 0=No, 1=Yes.

**Column DURATION\_BEFORE\_ABANDON**

The amount of time that elapsed in seconds before the customer abandoned the interaction. Refer to the *Genesys Info Mart 7.6 User's Guide* for indepth discussion describing how GIM determines an interaction to be abandoned by the customer.

**Column ACTIVE\_FLAG**

A flag indicating whether the interaction is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code        | Comment   |
|-------------|---|
| Interaction | Represents interactions from a customer experience perspective. |

**Table MMEDIA\_SEG\_FACT\_EXT**

Represents interaction segments from the perspective of a Multimedia Solution media type, such as chat or e-mail. Information about the same interaction segments is captured in the

INTERACTION\_SEGMENT\_FACT table. However, the INTERACTION\_SEGMENT\_FACT table characterizes the interaction segments in a media-neutral way, whereas this table characterizes interaction segments in a media-specific way and includes media-specific facts.

References to the ENTERPRISE\_DATE and TENANT\_DATE dimension indicate the starting date of the multimedia segment fact in the standard time zone. These are provided to enable date range partitioning of this fact table.

## Column List

| Code                         | Data Type     | P | M | F | DV |
|------------------------------|---------------|---|---|---|----|
| MMEDIA_SEG_FACT_EXT_KEY      | NUMBER(19)    | X | X |   |    |
| STD_ENTERPRISE_DATE_KEY      | NUMBER(10)    |   | X |   |    |
| STD_TENANT_DATE_KEY          | NUMBER(10)    |   | X |   |    |
| SEG_INTERACTION_TYPE_KEY     | NUMBER(10)    |   | X |   |    |
| STOP_ACTION_KEY              | NUMBER(10)    |   |   | X |    |
| MEDIA_SERVER_IXN_ONLINE_FLAG | NUMBER(1)     |   |   |   |    |
| ABANDONED_BY_CUSTOMER_FLAG   | NUMBER(1)     |   |   |   |    |
| QUEUE_TO_QUEUE_FLAG          | NUMBER(1)     |   |   |   |    |
| FROM_RESOURCE_KEY            | NUMBER(10)    |   |   |   |    |
| PREV_RESOURCE_KEY            | NUMBER(10)    |   |   |   |    |
| CONTACT_ID                   | VARCHAR2(255) |   |   |   |    |
| WORKBIN_TYPE                 | VARCHAR2(4)   |   |   |   |    |
| WORKBIN_GROUP_KEY            | NUMBER(10)    |   |   |   |    |
| WORKBIN_PLACE_KEY            | NUMBER(10)    |   |   |   |    |
| WORKBIN_RESOURCE_KEY         | NUMBER(10)    |   |   |   |    |
| PREV_QUE_OR_WKB_RESOURCE_KEY | NUMBER(10)    |   |   |   |    |
| PREV_WORKBIN_TYPE            | VARCHAR2(4)   |   |   |   |    |
| PREV_WORKBIN_GROUP_KEY       | NUMBER(10)    |   |   |   |    |
| PREV_WORKBIN_PLACE_KEY       | NUMBER(10)    |   |   |   |    |
| PREV_WORKBIN_RESOURCE_KEY    | NUMBER(10)    |   |   |   |    |
| ACTIVE_FLAG                  | NUMBER(1)     |   |   |   |    |
| GMT_ROW_CREATED_TIME         | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME         | DATE          |   |   |   |    |
| PURGE_FLAG                   | NUMBER(1)     |   |   |   |    |

## Column MMEDIA\_SEG\_FACT\_EXT\_KEY

The primary key of this table matching that of the parent table, MMEDIA\_IXN\_FACT\_EXT.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join this table to the ENTERPRISE\_DATE dimension using the standard enterprise time zone. Allows table data to be partitioned by ENTERPRISE\_DATE dimension surrogate key ranges.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join this table to the TENANT\_DATE dimension using the standard tenant time zone. Allows table data to be partitioned by TENANT\_DATE dimension surrogate key ranges.

**Column SEG\_INTERACTION\_TYPE\_KEY**

The surrogate key used to join this table to the INTERACTION\_TYPE dimension to identify the Interaction Server interaction type and subtype. The SEG\_INTERACTION\_TYPE\_KEY of this multimedia segment may differ from the INTERACTION\_TYPE\_KEY in the associated INTERACTION\_SEGMENT\_FACT because the INTERACTION\_TYPE\_KEY in the INTERACTION\_SEGMENT\_FACT (and in the INTERACTION\_FACT) represent the interaction type of the root interaction. Additionally, the INTERACTION\_TYPE\_KEY may not contain detailed subtype information (due to the populate-detailed-ixn-subtype configuration option which preserves the legacy content of that field).

**Column STOP\_ACTION\_KEY**

The surrogate key used to join this table to the STOP\_ACTION dimension to indicate the reason why the media server interaction associated with this segment was stopped, if it was stopped at this segment.

**Column MEDIA\_SERVER\_IXN\_ONLINE\_FLAG**

A flag indicating whether the media server interaction associated with this segment was ever associated with an online session (as is the case for chat interactions):

0 = No, never associated with an online session

1 = Yes

Note: An online interaction might not be indicated as online at the time the interaction is created.

**Column ABANDONED\_BY\_CUSTOMER\_FLAG**

A flag indicating whether the interaction was abandoned by the customer during this segment:

0 = No, the interaction was not abandoned by the customer.

1 = Yes

Note: With Interaction Server's Online enhancements in the 7.6 release, it is possible for an interaction to be abandoned by the customer, to continue to live on, and to have much more activity recorded about it including subsequent replies to the customer.

**Column QUEUE\_TO\_QUEUE\_FLAG**

A flag indicating whether the interaction was pulled from a queue or workbin and then placed into a queue or workbin in a single action, typically by a supervisor: 0=No, 1=Yes.

If Yes:

- The PREV\_RESOURCE\_KEY field identifies the agent or strategy resource that moved the interaction.
- The PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field identifies the queue or workbin resource from which the interaction was moved.
- The PREV\_WORKBIN\_\* fields identify the specific workbin instance, if the PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field identifies a workbin.
- The RESOURCE\_KEY in the INTERACTION\_SEGMENT\_FACT table identifies the queue or workbin to which the interaction was moved. If moved to a workbin, the WORKBIN\_\* fields identify the specific workbin instance.

### Column FROM\_RESOURCE\_KEY

The surrogate key used to join this table to the RESOURCE\_ dimension. This field identifies the agent resource who initiated an invitation to the resource associated with this interaction segment (including transfer-through-a-queue scenarios). If no agent resource initiated an invitation, this field references the default 'No Resource' dimension value.

### Column PREV\_RESOURCE\_KEY

The surrogate key used to join records in this table to the RESOURCE\_ dimension. This field identifies the previous agent, strategy, queue, or workbin resource of the media server interaction associated with this interaction segment. If no previous resource exists, this field references the default 'No Resource' dimension value.

### Column CONTACT\_ID

The Universal Contact Server ID for this contact.

### Column WORKBIN\_TYPE

Indicates the type of workbin:

0 = Not a Workbin

A = Agent

AG = Agent Group

P = Place

PG = Place Group

The value does not change with localization.

### Column WORKBIN\_GROUP\_KEY

The surrogate key used to join records in this table to the GROUP\_ dimension. This field identifies the Agent Group or Place Group Workbin instance (from the WORKBIN\_TYPE field) that is associated with this interaction segment. If the workbin type indicates an agent or a place, then this field references the default "No Group" dimension value.

**Column WORKBIN\_PLACE\_KEY**

The surrogate key used to join records in this table to the PLACE dimension. This field indicates the Place Workbin instance (from the WORKBIN\_TYPE field) that is associated with this interaction segment. If the workbin type indicates an agent or group, then this field references the default "No Resource" dimension value.

**Column WORKBIN\_RESOURCE\_KEY**

The surrogate key used to join records in this table to the RESOURCE\_ dimension. This fields indicates the Agent Workbin instance (from the WORKBIN\_TYPE field) that is associated with this interaction segment. If the workbin type indicates a place or group, then this field references the default "No Resource" dimension value.

**Column PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY**

The surrogate key used to join records in this table to the RESOURCE\_ dimension that identifies the previous queue or workbin resource of the media server interaction associated with this interaction segment.

**Column PREV\_WORKBIN\_TYPE**

If the PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field indicates a workbin, this field indicates the type of workbin:

0 = Not a Workbin

A = Agent

AG = Agent Group

P = Place

PG = Place Group

The value does not change with localization.

**Column PREV\_WORKBIN\_GROUP\_KEY**

If the PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field indicates a workbin, this field is the surrogate key used to join records in this table to the GROUP\_ dimension. This field identifies the Agent Group or Place Group Workbin instance (from the PREV\_WORKBIN\_TYPE field) that is associated with the previous Workbin resource.

**Column PREV\_WORKBIN\_PLACE\_KEY**

If the PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field indicates a workbin, this field is the surrogate key used to join records in this table to the PLACE dimension. This field identifies the Place Workbin instance (from the PREV\_WORKBIN\_TYPE field) that is associated with the previous Workbin resource.

**Column PREV\_WORKBIN\_RESOURCE\_KEY**

If the PREV\_QUE\_OR\_WKB\_RESOURCE\_KEY field indicates a workbin, this field is the surrogate key used to join the RESOURCE\_ dimension. This field identifies the Agent Workbin instance (from the PREV\_WORKBIN\_TYPE field) that is associated with the previous Workbin resource.

**Column ACTIVE\_FLAG**

A flag indicating whether the interaction segment is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No

1 = Yes

**Subject Areas**

| Code                | Comment  |
|---------------------|--|
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |

**Table PLACE**

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and recreating it using the same name causes a new row to be issued.

This table is sourced by IDB.

**Column List**

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| PLACE_KEY            | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| PLACE_NAME           | VARCHAR2(255) |   |   |   |    |
| PLACE_CFG_DBID       | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |

| Code                 | Data Type | P | M | F | DV |
|----------------------|-----------|---|---|---|----|
| GMT_ROW_UPDATED_TIME | DATE      |   |   |   |    |
| PURGE_FLAG           | NUMBER(1) |   |   |   |    |

**Column PLACE\_KEY**

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column PLACE\_NAME**

The place name.

**Column PLACE\_CFG\_DBID**

The place object identifier in the contact center configuration.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when place object was added to IDB, which may differ from when the place was actually added to contact center configuration.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when place object was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Subject Areas

| Code                         | Comment   |
|------------------------------|---|
| Contact_Attempt              | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State        | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb               | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| Interaction                  | Represents interactions from a customer experience perspective.   |
| Interaction_Resource         | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State   | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment          | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment            | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Place_Group                  | Represents the membership of places among place groups.   |
| Resource_Session             | Represents detailed agent resource media sessions from login to logout.   |
| Resource_State               | Represents contact center resource activities, summarized to the media type and place.  |
| Resource_State_Reason        | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                              |

## Table PLACE\_GROUP\_FACT

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot, representing the duration of the configured membership, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| PLACE_GROUP_FACT_KEY    | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY     | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |



| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| GROUP_KEY                      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

### Column PLACE\_GROUP\_FACT\_KEY

The primary key of this table.

### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when place was added to the place group in the contact center configuration.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the GMT-equivalent date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the place was added to the place group in the contact center configuration.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the enterprise standard date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the place was added to the place group in the contact center configuration.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the tenant standard date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when place was added to the place group in the contact center configuration. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the local date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, the place was a member of the place group. For an active row, the duration, in seconds, the place has been a member of the place group, from start time to the time the ETL last executed.

**Column ACTIVE\_FLAG**

Indicates whether the place is currently a member of the place group: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| PGRP2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| PGRP2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - PGRP2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - PGRP2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code        | Comment   |
|-------------|---|
| Place_Group | Represents the membership of places among place groups. |

**Table RECORD\_FIELD\_GROUP\_1**

This table allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source

data. Calling list field values must be of low cardinality to prevent this dimension from becoming as large as the fact tables.

## Column List

| Code                     | Data Type     | P | M | F | DV |
|--------------------------|---------------|---|---|---|----|
| RECORD_FIELD_GROUP_1_KEY | NUMBER(10)    | X | X |   |    |
| TENANT_KEY               | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |
| RECORD_FIELD_1_STRING_1  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_2  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_3  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_4  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_5  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_6  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_7  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_8  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_9  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_1_STRING_10 | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME     | DATE          |   |   |   |    |
| PURGE_FLAG               | NUMBER(1)     |   |   |   |    |

### Column RECORD\_FIELD\_GROUP\_1\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the fact tables.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

### Column RECORD\_FIELD\_1\_STRING\_1 through RECORD\_FIELD\_1\_STRING\_10

The text string values of custom record fields 1-10.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

**Table RECORD\_FIELD\_GROUP\_2**

This table allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality to prevent this dimension from becoming as large as the fact tables.

**Column List**

| Code                     | Data Type     | P | M | F | DV |
|--------------------------|---------------|---|---|---|----|
| RECORD_FIELD_GROUP_2_KEY | NUMBER(10)    | X | X |   |    |
| TENANT_KEY               | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |
| RECORD_FIELD_2_STRING_1  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_2  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_3  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_4  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_5  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_6  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_7  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_8  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_9  | VARCHAR2(255) |   |   |   |    |
| RECORD_FIELD_2_STRING_10 | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE          |   |   |   |    |

| Code                 | Data Type | P | M | F | DV |
|----------------------|-----------|---|---|---|----|
| GMT_ROW_UPDATED_TIME | DATE      |   |   |   |    |
| PURGE_FLAG           | NUMBER(1) |   |   |   |    |

#### Column RECORD\_FIELD\_GROUP\_2\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

#### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the fact tables.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column RECORD\_FIELD\_2\_STRING\_1 through RECORD\_FIELD\_2\_STRING\_10

The text string values of custom record fields 1-10.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

### Subject Areas

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table RECORD\_STATUS

RECORD\_STATUS allows facts to be described based on attributes of an outbound campaign record status. Each row describes one record status, such as Updated or Cancelled.

## Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| RECORD_STATUS_KEY    | NUMBER(10)   | X | X |   |    |
| RECORD_STATUS        | VARCHAR2(32) |   |   |   |    |
| RECORD_STATUS_CODE   | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

### Column RECORD\_STATUS\_KEY

The surrogate key used to join this dimension table to the fact tables.

### Column RECORD\_STATUS

The description of the record status. One of the following:

No Record Status

Ready

Retrieved

Updated

Stale

Cancelled

Agent Error

Chain Updated

Missed Callback

Chain Ready

This value can change with localization.

### Column RECORD\_STATUS\_CODE

The code of the record status description listed above.

NO\_RECORD\_STATUS

READY

RETRIEVED

UPDATED

STALE

CANCELLED

AGENT\_ERROR

CHAIN\_UPDATED

MISSED\_CALLBACK

CHAIN\_READY

This value does not change with localization.



**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

**Table RECORD\_TYPE**

RECORD\_TYPE allows facts to be described based on attributes of an Outbound campaign record type. Each row describes one record type, such as General and PersonalCallback.

**Column List**

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| RECORD_TYPE_KEY      | NUMBER(10)   | X | X |   |    |
| RECORD_TYPE          | VARCHAR2(32) |   |   |   |    |
| RECORD_TYPE_CODE     | VARCHAR2(32) |   |   |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

**Column RECORD\_TYPE\_KEY**

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

**Column RECORD\_TYPE**

The record type. One of the following values:

No Record Type

Unknown Record Type

General

Campaign Rescheduled

Personal Rescheduled

Personal Callback

Campaign Callback

No Call

This value can change with localization.

**Column RECORD\_TYPE\_CODE**

The record type code. One of the following values:

NO\_RECORD\_TYPE

UNKNOWN\_RECORDTYPE

GENERAL

CAMPAIGN\_RESCHEDULED

PERSONAL\_RESCHEDULED

PERSONAL\_CALLBACK

CAMPAIGN\_CALLBACK

NO\_CALL

This value does not change with localization.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

## Subject Areas

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table REQUESTED\_SKILL

REQUESTED\_SKILL allows facts to be described based on a combination of requested skills and minimum skill proficiencies. This multi-value bridge table bridges facts with the SKILL dimension. Each row describes one requested skill (and its minimum proficiency level) among a distinct combination of requested skills. Each distinct combination of skills shares a unique requested skill combination key column. A new set of rows is issued for each distinct combination of skills and skill proficiency levels encountered as attached data in the interaction source data.

## Column List

| Code                  | Data Type  | P | M | F | DV |
|-----------------------|------------|---|---|---|----|
| SKILL_KEY             | NUMBER(10) |   | X | X |    |
| TENANT_KEY            | NUMBER(10) |   | X | X |    |
| SKILL_COMBINATION_KEY | NUMBER(10) |   | X |   |    |
| CREATE_AUDIT_KEY      | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY      | NUMBER(10) |   | X | X |    |
| SKILL_LEVEL           | NUMBER(10) |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE       |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)  |   |   |   |    |

### Column SKILL\_KEY

The surrogate key used to join the SKILL dimension to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the fact tables.

### Column SKILL\_COMBINATION\_KEY

The surrogate key used to join the REQUESTED\_SKILL dimension with the fact tables.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column SKILL\_LEVEL**

The requested minimum skill level or proficiency.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,

1 = Yes.

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| Interaction          | Represents interactions from a customer experience perspective.   |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

**Table REQUESTED\_SKILL\_COMBINATION**

Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.

**Column List**

| Code                     | Data Type     | P | M | F | DV |
|--------------------------|---------------|---|---|---|----|
| TENANT_KEY               | NUMBER(10)    |   | X | X |    |
| SKILL_COMBINATION_KEY    | NUMBER(10)    |   | X |   |    |
| SKILL_COMBINATION_STRING | VARCHAR2(255) |   | X |   |    |
| SKILL_COUNT              | NUMBER(5)     |   | X |   |    |
| CREATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY         | NUMBER(10)    |   | X |   |    |

| Code                 | Data Type | P | M | F | DV |
|----------------------|-----------|---|---|---|----|
| GMT_ROW_CREATED_TIME | DATE      |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE      |   |   |   |    |
| PURGE_FLAG           | NUMBER(1) |   |   |   |    |

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column SKILL\_COMBINATION\_KEY**

The surrogate key used to join the REQUESTED\_SKILL dimension table with the fact tables.

**Column SKILL\_COMBINATION\_STRING**

A single string representation of all skills and proficiencies requested by the interaction.

**Column SKILL\_COUNT**

The count of requested skills.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                    | Comment   |
|-------------------------|---|
| Aggregate_Skill_Abandon | Represents summary information about skill combinations and abandoned interactions with those skill combinations. |

| Code                          | Comment  |
|-------------------------------|--|
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                |
| Aggregate_Skill_Combo_Daily   | Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.   |
| Aggregate_Skill_Combo_Hourly  | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.  |
| Aggregate_Skill_Combo_Monthly | Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled. |
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.                                  |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.                        |
| Interaction                   | Represents interactions from a customer experience perspective.  |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                |
| Interaction_Segment           | Represents interaction activity from the perspective of contact center resources in a particular role.                           |

## Table RESOURCE\_

This table allows facts to be described based on the attributes of the associated resource--routing points, queues, IVR ports and agents are all resources. Each row describes one resource. A new row is issued for each configured DN, such as routing point, queue DN, position and extension, IVR port and agent, identified by their IDs in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points. ACD Queue is considered a Queue. For Multimedia Solution, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a routing point, queue, script, or IVR port and recreating it with the same name causes a new row to be issued. Changing agent attributes, such as last name, first name, employee ID causes an update to an existing row. Deleting an agent and recreating it with the same attributes causes a new row to be issued. The switch name column provides a natural hierarchy for routing points and queues. The IVR column name provides a natural hierarchy for IVR ports. Changing the switch name or IVR name causes an update to an existing row.

This table is sourced by IDB.

**Note:** The Genesys Info Mart ETL does not populate the EXTERNAL\_RESOURCE\_ID column.

## Column List

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| RESOURCE_KEY          | NUMBER(10)    | X | X |   |    |
| TENANT_KEY            | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY      | NUMBER(10)    |   | X | X |    |
| SWITCH_NAME           | VARCHAR2(255) |   |   |   |    |
| IVR_NAME              | VARCHAR2(255) |   |   |   |    |
| RESOURCE_TYPE         | VARCHAR2(255) |   |   |   |    |
| RESOURCE_TYPE_CODE    | VARCHAR2(32)  |   |   |   |    |
| RESOURCE_SUBTYPE      | VARCHAR2(255) |   |   |   |    |
| RESOURCE_NAME         | VARCHAR2(255) |   |   |   |    |
| EMPLOYEE_ID           | VARCHAR2(255) |   |   |   |    |
| EXTERNAL_RESOURCE_ID  | VARCHAR2(255) |   |   |   |    |
| RESOURCE_CFG_DBID     | NUMBER(10)    |   |   |   |    |
| RESOURCE_CFG_TYPE_ID  | NUMBER(10)    |   |   |   |    |
| RESOURCE_ALIAS        | VARCHAR2(255) |   |   |   |    |
| NETWORK_RESOURCE_FLAG | NUMBER(1)     |   |   |   |    |
| GMT_START_TIME        | DATE          |   |   |   |    |
| GMT_END_TIME          | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

### Column RESOURCE\_KEY

The surrogate key used to join this dimension table to the fact and aggregate tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the fact tables.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

### Column SWITCH\_NAME

The switch name on which the queue, routing point or IVR port is configured. Provides a natural hierarchy for queues, routing points or IVR ports configured on the same switch.

### Column IVR\_NAME

The IVR name on which the IVR port is configured. Provides a natural hierarchy for IVR ports configured on the same IVR.

### Column RESOURCE\_TYPE

The resource type. One of the following values:

Unknown

Agent

Queue

RoutingPoint

IVRPort

Other

This value can change with localization.

### Column RESOURCE\_TYPE\_CODE

The resource type. One of the following values:

UNKNOWN

AGENT

QUEUE

ROUTINGPOINT

IVRPORT

OTHER

This value does not change with localization.

### Column RESOURCE\_SUBTYPE

The detailed resource type. See the Appendix for a listing of permissible values.

### Column RESOURCE\_NAME

The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR port number
- The multimedia interaction queue
- The workbin
- The routing strategy name, or
- The first, last, and user names of the agent in the following format: Last, First (username).



**Column EMPLOYEE\_ID**

The employee ID of an agent resource as it appears in the contact center configuration.

**Column EXTERNAL\_RESOURCE\_ID**

The employee ID of an agent as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. Reserved for future use.

**Column RESOURCE\_CFG\_DBID**

The routing point, queue, IVR port or agent object identifier in the contact center configuration.

**Column RESOURCE\_CFG\_TYPE\_ID**

The contact center configuration integer type associated with the routing point, queue, IVR port, or agent object.

**Column RESOURCE\_ALIAS**

Contains the DN's alias as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

**Column NETWORK\_RESOURCE\_FLAG**

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server. (0 = Premise, 1 = Network).

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the resource was added to IDB, which may differ from when the resource was actually added to contact center configuration.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when resource was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Index List

| Code              | U | Description text  |
|-------------------|---|---|
| IDX_RES_CFG_DBID  |   | Improves access time based on configuration object DBID and type. |
| IDX_RES_TYPE_CODE |   | Improves access based on the code for the resource type.          |

### Index - IDX\_RES\_CFG\_DBID

| Name                 | Sort      |
|----------------------|-----------|
| RESOURCE CFG DBID    | Ascending |
| RESOURCE CFG TYPE ID | Ascending |

### Index - IDX\_RES\_TYPE\_CODE

| Name               | Sort      |
|--------------------|-----------|
| RESOURCE TYPE CODE | Ascending |

## Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_Agent_Q            | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions. |
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval.   |
| Aggr2_Inb_V_I_Ag_State_Reason  | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggr2_Inb_V_I_Ixn_Agent        | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.                                   |
| Aggr2_Inb_V_Ixn_Agent          | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                        |
| Aggr2_Inb_V_Q                  | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.  |
| Aggr2_Inb_V_Q_Abn              | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.                         |
| Aggr2_Inb_V_Q_Ans              | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.  |
| Aggr2_Out_V_Ixn_Agent          | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.          |
| Aggregate_Agent_Task           | Represents summary information about agent activity.  |
| Aggregate_Skill_Abandon        | Represents summary information about skill combinations and abandoned interactions with those skill combinations.   |

| Code                          | Comment   |
|-------------------------------|---|
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.  |
| Contact_Attempt               | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State         | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb                | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| Interaction                   | Represents interactions from a customer experience perspective.   |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State    | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment           | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment             | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Resource_Group                | Represents the membership of contact center resources among resource groups.  |
| Resource_Session              | Represents detailed agent resource media sessions from login to logout.   |
| Resource_Skill                | Represents the skill resumes of agent resources.  |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.  |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                              |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.  |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.   |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.  |

## Table RESOURCE\_GROUP\_COMBINATION

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multi-value bridge table bridges facts with the GROUP\_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which some resource belongs. Once created, resource group combinations are re-used.

## Column List

| Code                  | Data Type  | P | M | F | DV |
|-----------------------|------------|---|---|---|----|
| GROUP_COMBINATION_KEY | NUMBER(10) |   | X |   |    |
| GROUP_KEY             | NUMBER(10) |   | X | X |    |
| TENANT_KEY            | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY      | NUMBER(10) |   | X | X |    |
| GMT_ROW_CREATED_TIME  | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE       |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)  |   |   |   |    |

### Column GROUP\_COMBINATION\_KEY

The surrogate key used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that comprise the group combination share the same GROUP\_COMBINATION\_KEY.

### Column GROUP\_KEY

The surrogate key used to join this table to the GROUP\_ dimension to identify one group among the groups that comprise the resource group combination.

### Column TENANT\_KEY

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension to identify which tenant the groups belong to.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No

1 = Yes

## Index List

| Code        | U | Description text                         |
|-------------|---|--|
| IDX_RGC_GRP |   | Improves access time based on group key. |

### Index - IDX\_RGC\_GRP

| Name                  | Sort      |
|-----------------------|-----------|
| GROUP KEY             | Ascending |
| GROUP_COMBINATION_KEY | Ascending |
| TENANT KEY            | Ascending |

## Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_Agent_Q            | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions. |
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval.   |
| Aggr2_Inb_V_I_Ag_State_Reason  | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggr2_Inb_V_I_Ixn_Agent        | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.                                   |
| Aggr2_Inb_V_Ixn_Agent          | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                        |
| Aggr2_Inb_V_Q                  | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.  |
| Aggr2_Inb_V_Q_Abn              | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.                         |
| Aggr2_Inb_V_Q_Ans              | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.  |
| Aggr2_Out_V_Ixn_Agent          | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.          |
| Interaction_Resource           | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.   |
| Mediation_Segment              | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.  |

| Code                          | Comment  |
|-------------------------------|--|
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type. |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.                              |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.                       |

## Table RESOURCE\_GROUP\_FACT

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot, representing the duration of the configured membership, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY in three time zones (GMT, standard, and local).

### Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| RESOURCE_GROUP_FACT_KEY        | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| GROUP_KEY                      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |

| Code                 | Data Type  | P | M | F | DV |
|----------------------|------------|---|---|---|----|
| STD_TENANT_END_TIME  | DATE       |   |   |   |    |
| LOCAL_START_TIME     | DATE       |   |   |   |    |
| LOCAL_END_TIME       | DATE       |   |   |   |    |
| TOTAL_DURATION       | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG          | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE       |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)  |   |   |   |    |

**Column RESOURCE\_GROUP\_FACT\_KEY**

The primary key of this table.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column GROUP\_KEY**

The surrogate key used to join the GROUP\_ dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when resource was added to the resource group in the contact center configuration.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the GMT-equivalent date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the resource was added to the resource group in the contact center configuration.



**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the enterprise standard date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents an enterprise standard date and time far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the resource was added to the resource group in the contact center configuration.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the tenant standard date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this date represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when resource was added to the resource group in the contact center configuration. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the local date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, the resource was a member of the resource group. For an active row, the duration, in seconds, the resource has been a member of the resource group, from start time to the time the ETL last executed.

**Column ACTIVE\_FLAG**

Indicates whether the resource is currently a member of the resource group: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Index List

| Code          | U | Description text   |
|---------------|---|--|
| RGRP2TDTS_FK  |   | Improves access time based on Tenant Date (tenant standard time zone). |
| RGRP2TNT_FK   |   | Improves access time based on Tenant.                                  |
| IDX_RGF_GRP   |   | Improves access time based on Group.                                   |
| IDX_RGF_RES   |   | Improves access time based on Resource.                                |
| IDX_RGF_ST_ST |   | Improves access time based on Standard Tenant Start Time.              |
| IDX_RGF_ST_ET |   | Improves access time based on Standard Tenant End Time.                |

### Index - RGRP2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

### Index - RGRP2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

### Index - IDX\_RGF\_GRP

| Name      | Sort      |
|-----------|-----------|
| GROUP KEY | Ascending |

### Index - IDX\_RGF\_RES

| Name         | Sort      |
|--------------|-----------|
| RESOURCE KEY | Ascending |

### Index - IDX\_RGF\_ST\_ST

| Name                  | Sort      |
|-----------------------|-----------|
| STD TENANT START TIME | Ascending |

### Index - IDX\_RGF\_ST\_ET

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT END TIME | Ascending |

## Subject Areas

| Code           | Comment  |
|----------------|--|
| Resource_Group | Represents the membership of contact center resources among resource groups. |

## Table RESOURCE\_SESSION\_FACT

Each row in this table describes an agent resource login session relative to a given media type (and DN-queue combination for voice media). The grain of the fact is an accumulating snapshot, representing the duration of the session. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). They are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local). The place associated with the resource session is also included as a dimensional reference. Both active and completed resource sessions are written to this table.

This table is sourced from IDB.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| RESOURCE_SESSION_FACT_KEY      | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   |   | X |    |
| QUEUE_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |

| Code                      | Data Type  | P | M | F | DV |
|---------------------------|------------|---|---|---|----|
| GMT_END_TIME              | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE       |   |   |   |    |
| STD_TENANT_START_TIME     | DATE       |   |   |   |    |
| STD_TENANT_END_TIME       | DATE       |   |   |   |    |
| LOCAL_START_TIME          | DATE       |   |   |   |    |
| LOCAL_END_TIME            | DATE       |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE       |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)  |   |   |   |    |

#### Column RESOURCE\_SESSION\_FACT\_KEY

The primary key of this table.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date when the resource session began in the GMT time zone.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date when the resource session began in the GMT time zone.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day when the resource session began in the GMT time zone. Specifies the minute of the day, starting with 1.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date when the resource session began in the standard enterprise time zone.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date when the resource session began in the standard enterprise time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day when the resource session began in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day when the resource session began in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the date when the resource session began in the local time zone. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the date when the resource session began in the local time zone. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the time of day when the resource session began in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables. For Multimedia, this key references the default "No Resource" dimension value.

**Column QUEUE\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables. For Multimedia, this key references the default "No Resource" dimension value.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when resource session began.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the GMT-equivalent date and time when the resource session ended. For an active row, this value represents a GMT-equivalent date and time far in the future, so that applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the resource session began.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the enterprise standard date and time when the resource session ended. For an active row, this value represents a date and time (enterprise standard time zone) far in the future, so that applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the resource session began.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this value represents the tenant standard date and time when the resource session ended. For an active row, this value represents a tenant standard date and time far in the future, so that applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when resource session began. Reserved for future use.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the local date and time when the resource session ended. For an active row, this value represents a local date and time far in the future, so that applications do not have to test for null. Reserved for future use.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the resource session which is equal to the end time minus the start time for completed sessions.

**Column ACTIVE\_FLAG**

Indicates whether the resource session is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| RSES2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| RSES2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - RSES2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - RSES2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code             | Comment   |
|------------------|---|
| Resource_Session | Represents detailed agent resource media sessions from login to logout. |

**Table RESOURCE\_SKILL\_FACT**

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot, representing the duration of the configured skill and proficiency, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for

ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in three time zones (GMT, standard, and local).

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| RESOURCE_SKILL_FACT_KEY        | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| SKILL_KEY                      | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| SKILL_LEVEL                    | NUMBER(10) |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |



**Column RESOURCE\_SKILL\_FACT\_KEY**

The primary key of this table.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column SKILL\_KEY**

The surrogate key used to join the SKILL dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

Surrogate key used to join to the Audit dimension. Specifies the lineage for data update.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the skill, at the specified level, was added to the resource in the contact center configuration.

**Column GMT\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the GMT-equivalent date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, a GMT-equivalent date and time far in the future, so applications do not have to test for null.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the skill, at the specified level, was added to the resource in contact center configuration.

**Column STD\_ENTERPRISE\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the standard enterprise date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, a standard enterprise date and time far into the future, so applications do not have to test for null.

**Column STD\_TENANT\_START\_TIME**

The date and time (tenant standard time zone) the skill at the specified level was added to the resource in the contact center configuration.

**Column STD\_TENANT\_END\_TIME**

The meaning depends on the value of Active Flag. For an inactive row, the date and time (tenant standard time zone) the skill at the specified level was removed from the resource in the contact center configuration. For an active row, a date and time (tenant standard time zone) far in the future, so applications do not have to test for null.

**Column LOCAL\_START\_TIME**

The local date and time when the skill, at the specified level, was added to the resource in contact center configuration.

**Column LOCAL\_END\_TIME**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the local date and time when the skill, at the specified level, was removed from the resource in the contact center configuration. For an active row, a local date and time far into the future, so applications do not have to test for null.

**Column TOTAL\_DURATION**

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the total duration, in seconds, that the resource had the skill at the specified level. For an active row, the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time the ETL last executed.

**Column ACTIVE\_FLAG**

Indicates whether the resource currently has the skill at the specified level: 0=No, 1=Yes.

**Column SKILL\_LEVEL**

The skill level or proficiency.

**Column GMT\_ROW\_CREATED\_TIME**

The date and time, GMT, that the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The date and time, GMT, that the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| RSKL2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| RSKL2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - RSKL2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

## Index - RSKL2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Subject Areas

| Code           | Comment  |
|----------------|--|
| Resource_Skill | Represents the skill resumes of agent resources. |

## Table RESOURCE\_STATE

This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

## Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| RESOURCE_STATE_KEY   | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X | X |    |
| STATE_TYPE           | VARCHAR2(64) |   |   |   |    |
| STATE_TYPE_CODE      | VARCHAR2(32) |   |   |   |    |
| STATE_NAME           | VARCHAR2(64) |   |   |   |    |
| STATE_NAME_CODE      | VARCHAR2(32) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE         |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)    |   |   |   |    |

## Column RESOURCE\_STATE\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

## Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

## Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

## Column STATE\_TYPE

The media-neutral resource state. One of the following values:

Unknown  
Ready  
WorkingReady  
NotReady  
WorkingNotReady

This value can change with localization.

#### Column STATE\_TYPE\_CODE

The code for the media-neutral resource state. One of the following:

UNKNOWN  
READY  
WORKINGREADY  
NOTREADY  
WORKINGNOTREADY

This value does not change with localization.

#### Column STATE\_NAME

The media-specific or detailed resource state. For voice media (sourced from Stat Server), one of the following values:

Unknown  
WaitForNextCall  
OffHook  
CallDialing  
CallRinging  
NotReadyForNextCall  
AfterCallWork  
CallOnHold  
CallUnknown  
CallConsult  
CallInternal  
CallOutbound  
CallInbound

The possible voice and Multimedia values (sourced from IDB) are:

Unknown  
Busy  
Ready  
NotReady  
AfterCallWork (voice only)  
LoggedOnOnly

This value can change with localization.

**Column STATE\_NAME\_CODE**

The media-specific or detailed resource state code. This value does not change with localization. For voice media (sourced from Stat Server), one of the following values:

UNKNOWN  
 WAITFORNEXTCALL  
 OFFHOOK  
 CALLDIALING  
 CALLRINGING  
 NOTREADYFORNEXTCALL  
 AFTERCALLWORK  
 CALLONHOLD  
 CALLUNKNOWN  
 CALLCONSULT  
 CALLINTERNAL  
 CALLOUTBOUND  
 CALLINBOUND

The possible voice and Multimedia values (sourced from IDB) are:

UNKNOWN  
 BUSY  
 READY  
 NOTREADY  
 AFTERCALLWORK (voice only)  
 LOGGEDONONLY

This value does not change with localization.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
 1 = Yes.

**Subject Areas**

| Code                          | Comment  |
|-------------------------------|--|
| Aggr2_Inb_V_I_Ag_State_Reason | Hourly rollup of reasons for agent voice-related states, confined to the interval. |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.                       |

| Code                          | Comment   |
|-------------------------------|---|
| Detail_Resource_State         | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.  |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                              |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.   |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.  |

## Table RESOURCE\_STATE\_FACT

Each row in this table describes an agent resource state relative to a given place and media type. The grain of the fact is an accumulating snapshot that represents the duration of a state. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY in three time zones (GMT, standard, and local). The place associated with the resource state is also included as a dimensional reference.

For voice, source data is extracted from the Stat Server database. For media other than voice, source data is extracted from IDB. Whether IDB-sourced resource states can be interrupted by interactions that the agent initiates or receives while in NotReady state is dependent on the configuration of the underlying ICON application that supplies data to Info Mart. IDB options have no affect on voice data that is sourced from Stat Server.

This table continues to be populated for existing customers whose reports rely on data from this table. New deployments must use the DT\_RES\_STATE\_FACT table and/or SM\_RES\_STATE\_FACT tables, which are sourced from IDB. Refer to the *Genesys Info Mart 7.6 User's Guide* for additional information about these tables.

## Column List

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| RESOURCE_STATE_FACT_KEY | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY     | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY     | NUMBER(10) |   | X | X |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY             | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| RESOURCE_SESSION_FACT_KEY      | NUMBER(19) |   |   | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

### Column RESOURCE\_STATE\_FACT\_KEY

The primary key of this table.

### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state in the GMT time zone.

### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the resource state in the GMT time zone.



**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the resource state in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state in the local time zone. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables to indicate the starting date of the resource state in the local time zone. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column RESOURCE\_STATE\_KEY**

The surrogate key used to join the RESOURCE\_STATE dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column RESOURCE\_SESSION\_FACT\_KEY**

The surrogate key used to join this table to the RESOURCE\_SESSION\_FACT table. This field is null for voice media.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the resource state began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the resource state ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the resource state began.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the resource state ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the resource state began.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the resource state ended.

**Column LOCAL\_START\_TIME**

The local date and time when the resource state began. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when the resource state ended. Reserved for future use.

**Column TOTAL\_DURATION**

The total duration, in seconds, that the resource has been in the state.

**Column ACTIVE\_FLAG**

Indicates whether the resource state is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code         | U | Description text   |
|--------------|---|--|
| RESF2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone). |
| RESF2TNT_FK  |   | Improves access time based on Tenant.                                  |

**Index - RESF2TDTS\_FK**

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

**Index - RESF2TNT\_FK**

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

**Subject Areas**

| Code           | Comment  |
|----------------|--|
| Resource_State | Represents contact center resource activities, summarized to the media type and place. |

## Table RESOURCE\_STATE\_REASON

Allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a workmode.

### Column List

| Code                      | Data Type     | P | M | F | DV |
|---------------------------|---------------|---|---|---|----|
| RESOURCE_STATE_REASON_KEY | NUMBER(10)    | X | X |   |    |
| TENANT_KEY                | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY          | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY          | NUMBER(10)    |   | X |   |    |
| REASON_TYPE               | VARCHAR2(64)  |   |   |   |    |
| REASON_TYPE_CODE          | VARCHAR2(32)  |   |   |   |    |
| HARDWARE_REASON           | VARCHAR2(255) |   |   |   |    |
| SOFTWARE_REASON_KEY       | VARCHAR2(255) |   |   |   |    |
| SOFTWARE_REASON_VALUE     | VARCHAR2(255) |   |   |   |    |
| WORKMODE                  | VARCHAR2(64)  |   |   |   |    |
| WORKMODE_CODE             | VARCHAR2(32)  |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE          |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)     |   |   |   |    |

### Column RESOURCE\_STATE\_REASON\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension to the fact tables.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

### Column REASON\_TYPE

The type of the reason, either Hardware or Software. This value can change with localization.

### Column REASON\_TYPE\_CODE

The reason type code, either HARDWARE or SOFTWARE. This value does not change with localization.

**Column HARDWARE\_REASON**

The hardware reason.

**Column SOFTWARE\_REASON\_KEY**

The key name with which the software reason was attached.

**Column SOFTWARE\_REASON\_VALUE**

The value with which the software reason was attached.

**Column WORKMODE**

The workmode. One of the following values:

AgentWorkModeUnknown

AgentManualIn

AgentAutoIn

AgentLegalGuard

AgentAfterCallWork

AgentAuxWork

AgentWalkAway

AgentReturnBack

This value can change with localization.

**Column WORKMODE\_CODE**

The workmode code. One of the following values:

AGENT\_WORK\_MODE\_UNKNOWN

AGENT\_MANUAL\_IN

AGENT\_AUTO\_IN

AGENT\_LEGAL\_GUARD

AGENT\_AFTER\_CALL\_WORK

AGENT\_AUX\_WORK

AGENT\_WALK\_AWAY

AGENT\_RETURN\_BACK

This value does not change with localization.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                          | Comment   |
|-------------------------------|---|
| Aggr2_Inb_V_I_Ag_State_Reason | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.  |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                              |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.  |

## Table RESOURCE\_STATE\_REASON\_FACT

Each row describes an agent resource state reason and workmode relative to a given place and media type (and DN for voice). The grain of the fact is an accumulating snapshot, representing the duration of the state reason. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for both ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY in three time zones (GMT, standard, and local).

For voice, source data is extracted from the Stat Server database. For media other than voice, source data is extracted from IDB. Whether IDB-sourced resource state reasons can be interrupted by interactions that the agent initiates or receives while in NotReady state is dependent on the configuration of the underlying ICON application supplying data to Info Mart. IDB options have no affect on voice data that is sourced from Stat Server.

This table continues to be populated for existing customers whose reports rely on data from this table. New deployments must use the DT\_RES\_STATE\_REASON\_FACT and/or SM\_RES\_STATE\_REASON\_FACT tables, which are sourced from IDB.

The Genesys Info Mart predefined ETL does not populate the following columns and reserves them for future use: LOCAL\_ENTERPRISE\_DATE\_KEY, LOCAL\_TENANT\_DATE\_KEY, LOCAL\_TIME\_OF\_DAY\_KEY, LOCAL\_START\_TIME, LOCAL\_END\_TIME, and RESOURCE\_SESSION\_FACT\_KEY.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| RESOURCE_STATE_REASON_FACT_KEY | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| LOCAL_ENTERPRISE_DATE_KEY      | NUMBER(10) |   | X | X |    |
| LOCAL_TENANT_DATE_KEY          | NUMBER(10) |   | X | X |    |
| LOCAL_TIME_OF_DAY_KEY          | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY             | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_REASON_KEY      | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| PLACE_KEY                      | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| MEDIA_RESOURCE_KEY             | NUMBER(10) |   | X | X |    |
| RESOURCE_SESSION_FACT_KEY      | NUMBER(19) |   |   | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| LOCAL_START_TIME               | DATE       |   |   |   |    |
| LOCAL_END_TIME                 | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

### Column RESOURCE\_STATE\_REASON\_FACT\_KEY

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the GMT time zone.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the GMT time zone.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the standard tenant time zone.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the standard tenant time zone. Specifies the minute of the day, starting with 1.



**Column LOCAL\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the local time zone. Reserved for future use.

**Column LOCAL\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the local time zone. Reserved for future use.

**Column LOCAL\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

**Column RESOURCE\_STATE\_KEY**

The surrogate key used to join the RESOURCE\_STATE dimension to the fact tables.

**Column RESOURCE\_STATE\_REASON\_KEY**

The surrogate key used to join the RESOURCE\_STATE\_REASON dimension to the fact tables to indicate the workmode and reason (hardware or software).

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join the MEDIA\_TYPE dimension to the fact tables.

**Column PLACE\_KEY**

The surrogate key used to join the PLACE dimension to the fact tables.

**Column RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables to identify the agent resource.

**Column MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables. Specifies the DN resource for voice. For Multimedia, the default 'No Resource' dimension is used.

**Column RESOURCE\_SESSION\_FACT\_KEY**

The surrogate key used to join this table to the RESOURCE\_SESSION\_FACT table. This field is null for voice media.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when resource state reason began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when resource state reason ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The enterprise standard date and time when the resource state reason began.

**Column STD\_ENTERPRISE\_END\_TIME**

The enterprise standard date and time when the resource state reason ended.

**Column STD\_TENANT\_START\_TIME**

The tenant standard date and time when the resource state reason began.

**Column STD\_TENANT\_END\_TIME**

The tenant standard date and time when the resource state reason ended.

**Column LOCAL\_START\_TIME**

The local date and time when resource state reason began. Reserved for future use.

**Column LOCAL\_END\_TIME**

The local date and time when resource state reason ended. Reserved for future use.

**Column TOTAL\_DURATION**

The total duration, in seconds, the resource has been in the state reason.

**Column ACTIVE\_FLAG**

Indicates whether the resource state reason is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Index List

| Code            | U | Description text   |
|-----------------|---|--|
| RSRF2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone). |
| RSRF2TNT_FK     |   | Improves access time based on Tenant.                                  |
| IDX_RSRF_ST_TOD |   | Improves access time based on Standard Tenant Time Of Day.             |

### Index - RSRF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

### Index - RSRF2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

### Index - IDX\_RSRF\_ST\_TOD

| Name                       | Sort      |
|----------------------------|-----------|
| STD_TENANT_TIME_OF_DAY_KEY | Ascending |

## Subject Areas

| Code                  | Comment  |
|-----------------------|--|
| Resource_State_Reason | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice). |

## Table ROUTING\_TARGET

Allows facts to be described by routing targets selected by the router. Enables aggregation based on the number of times the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the `ROUTING_TARGET_TYPE` column for a list of target types. A new row is issued for each distinct routing target encountered as attached data in the interaction source data.

## Column List

| Code               | Data Type  | P | M | F | DV |
|--------------------|------------|---|---|---|----|
| ROUTING_TARGET_KEY | NUMBER(10) | X | X |   |    |
| TENANT_KEY         | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY   | NUMBER(10) |   | X | X |    |

| Code                     | Data Type     | P | M | F | DV |
|--------------------------|---------------|---|---|---|----|
| UPDATE_AUDIT_KEY         | NUMBER(10)    |   | X | X |    |
| ROUTING_TARGET_TYPE      | VARCHAR2(64)  |   |   |   |    |
| ROUTING_TARGET_TYPE_CODE | VARCHAR2(64)  |   |   |   |    |
| TARGET_OBJECT_SELECTED   | VARCHAR2(255) |   |   |   |    |
| AGENT_GROUP_NAME         | VARCHAR2(255) |   |   |   |    |
| PLACE_GROUP_NAME         | VARCHAR2(255) |   |   |   |    |
| SKILL_EXPRESSION         | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME     | DATE          |   |   |   |    |
| PURGE_FLAG               | NUMBER(1)     |   |   |   |    |

#### Column ROUTING\_TARGET\_KEY

The surrogate key used to join this dimension table to the fact tables.

#### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension table to the fact tables.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column ROUTING\_TARGET\_TYPE

The type of routing target. One of the following:

Unspecified

Default

Agent

Place

Agent Group

Agent Group With Skill Expr

Skill Expression

Place Group

Routing Point

Queue

Queue Group

Regular DN

Campaign Group

Destination Label

Workbin

This value can change with localization.

#### Column ROUTING\_TARGET\_TYPE\_CODE

The routing target type code. One of the following values:

UNSPECIFIED

DEFAULT

AGENT

PLACE

AGENT GROUP

AGENT GROUP WITH SKILL EXPR

SKILL EXPRESSION

PLACE GROUP

ROUTING POINT

QUEUE

QUEUE GROUP

REGULAR DN

CAMPAIGN GROUP

DESTINATION LABEL

WORKBIN

This value does not change with localization.

#### Column TARGET\_OBJECT\_SELECTED

The object targeted by the Router.

#### Column AGENT\_GROUP\_NAME

The agent group targeted by the Router.

#### Column PLACE\_GROUP\_NAME

The place group targeted by the Router.

#### Column SKILL\_EXPRESSION

The skill expression used in conjunction with the agent group targeted by the Router. The skill expression is formulated by the routing strategy.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

**Table SCHEMA\_INFO**

This table indicates the name and version of the Genesys Info Mart schema.

**Column List**

| Code               | Data Type     | P | M | F | DV |
|--------------------|---------------|---|---|---|----|
| SCHEMA_NAME        | VARCHAR2(255) |   |   |   |    |
| SCHEMA_DESCRIPTION | VARCHAR2(255) |   |   |   |    |
| SCHEMA_VERSION     | VARCHAR2(255) |   |   |   |    |
| INSTALL_TIME       | DATE          |   |   |   |    |
| MIGRATE_TIME       | DATE          |   |   |   |    |
| MIGRATE_FLAG       | NUMBER(1)     |   |   |   |    |

**Column SCHEMA\_NAME**

The name of the schema.

**Column SCHEMA\_DESCRIPTION**

The description of the schema.

**Column SCHEMA\_VERSION**

The version of the schema.

**Column INSTALL\_TIME**

The date this schema was installed. This is either the date the make\_gim.sql script was run or the migrate\_gim.sql script was run to create a major version, i.e. 7.2, 7.5, etc.

**Column MIGRATE\_TIME**

The local timestamp indicating when the migrate\_gim.sql migration script was run against the Info Mart.

**Column MIGRATE\_FLAG**

This value is set to 1 after running migrate\_gim.sql against the Info Mart, and is reset to 0 when:

- Job\_MigrateGIM has completed migrating critical data, given a GIM 7.6 application.
- Job\_LoadRecent has completed, given a GIM 7.5 application.

**Table SKILL**

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and recreating it using the same name causes a new row to be issued.

This table is sourced from IDB.

Note: The Genesys Info Mart predefined ETL does not populate the SKILL\_TYPE column.

**Column List**

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| SKILL_KEY            | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| SKILL_TYPE           | VARCHAR2(255) |   |   |   |    |
| SKILL_NAME           | VARCHAR2(255) |   |   |   |    |
| SKILL_CFG_DBID       | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

**Column SKILL\_KEY**

The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column SKILL\_TYPE**

The skill type. It provides a skill hierarchy based on skill types, such as language, technical, business, or media.

**Column SKILL\_NAME**

The skill name.

**Column SKILL\_CFG\_DBID**

The skill object identifier in the contact center configuration.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when skill was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                | Comment  |
|---------------------|--|
| Interaction         | Represents interactions from a customer experience perspective.  |
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |
| Resource_Skill      | Represents the skill resumes of agent resources.   |



## Table SM\_RES\_STATE\_FACT

Each row describes a summarized agent resource state relative to a given media type. The grain of the fact is an accumulating snapshot, representing the duration of the summarized state.

A summary state represents the contiguous duration that an agent resource is logged in with a particular state for a given media type, irrespective of the number of DNs and/or queues that the agent resource logs in to. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged on, based on the configured state priority list. For Multimedia, there are no DNs, so the summarized state represents the state of the agent relative to the media type. Only completed resource states are written to this table.

Because this table is sourced from IDB, it contains fewer voice media states than RESOURCE\_STATE\_FACT, which is sourced from Stat Server for voice. (Stat Server provides a more detailed breakdown of voice interaction-based resource states.) For Multimedia, the only difference in the data populated in SM\_RES\_STATE\_FACT and RESOURCE\_STATE\_FACT is that RESOURCE\_STATE\_FACT does not take DND into account. Do Not Disturb is optionally factored into summary states based on the configuration of the underlying Switch object.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE\_DATE, TENANT\_DATE, and TIME\_OF\_DAY in two time zones (GMT and standard). Start and end dates and the time of day interval are represented by a calendar date and 15-minute interval from the DATE\_TIME dimension in the standard tenant time zone.

This table is not dependent on data from DT\_DND\_FACT or the detailed version of this table, DT\_RES\_STATE\_FACT. Genesys Info Mart instead references staging area tables for this information.

### Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| SM_RES_STATE_FACT_KEY          | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_TENANT_START_DATE_TIME_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_END_DATE_TIME_KEY   | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| RESOURCE_GROUP_COMBINATION_KEY | NUMBER(10) |   | X | X |    |
| PRIMARY_MEDIA_RESOURCE_KEY     | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY             | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| SM_RES_SESSION_FACT_KEY        | NUMBER(19) |   |   | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| LEAD_CLIP_DURATION             | NUMBER(10) |   |   |   |    |
| TRAIL_CLIP_DURATION            | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

#### Column SM\_RES\_STATE\_FACT\_KEY

The primary key of this table.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

**Column STD\_TENANT\_START\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the starting date and time when the resource state began.

**Column STD\_TENANT\_END\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the ending date and time when the resource state ended.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join records in this table to a specific media type in the MEDIA\_TYPE dimension.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent associated with the agent state.

**Column RESOURCE\_GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the agent was a member when the resource state began.

**Column PRIMARY\_MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables to identify the agent's DN that first transitioned into this summary state. For Multimedia, this field references the default "No Resource" dimension value. For deployments where agents log in to multiple voice DNs concurrently, this field cannot

be used for reporting because it can change with each state. It is primarily intended for data lineage purposes.

#### Column RESOURCE\_STATE\_KEY

The surrogate key used to join this table to the RESOURCE\_STATE dimension to identify the specific resource state of this record.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

#### Column SM\_RES\_SESSION\_FACT\_KEY

The surrogate key used to join records in this table to the SM\_RES\_SESSION\_FACT table to associate the resource's summarized state with the summarized login session.

#### Column GMT\_START\_TIME

The GMT-equivalent date and time when the resource state began.

#### Column GMT\_END\_TIME

The GMT-equivalent date and time when the resource state ended.

#### Column STD\_ENTERPRISE\_START\_TIME

The standard enterprise date and time when the resource state began.

#### Column STD\_ENTERPRISE\_END\_TIME

The standard enterprise date and time when the resource state ended.

#### Column STD\_TENANT\_START\_TIME

The standard tenant date and time when the resource state began.

#### Column STD\_TENANT\_END\_TIME

The standard tenant date and time when the resource state ended.

#### Column TOTAL\_DURATION

The total duration, in seconds, of the resource state irrespective of the interval(s) in which the resource state occurs.

**Column LEAD\_CLIP\_DURATION**

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

**Column TRAIL\_CLIP\_DURATION**

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

**Column ACTIVE\_FLAG**

Indicates whether the resource state is currently active: 0=No, 1=Yes. Only completed states are recorded to this table; so, this value is always 0.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0 = No, 1 = Yes.

**Index List**

| Code             | U | Description text   |
|------------------|---|--|
| IDX_SRST_SDTI    |   | Improves access time based on Tenant Start Date Time (tenant standard time zone).                        |
| IDX_SRST_AGGR    |   | Improves access time based on the primary dimensions needed to facilitate aggregation.                   |
| IDX_SRST_IRF_UPD |   | Improves access time based on Resource, Resource State, and start/end times (tenant standard time zone). |
| SRESF2TDTS_FK    |   |  |

**Index - IDX\_SRST\_SDTI**

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT START DATE TIME KEY | Ascending |

**Index - IDX\_SRST\_AGGR**

| Name                         | Sort      |
|------------------------------|-----------|
| STD TENANT END DATE TIME KEY | Ascending |

| Name                           | Sort      |
|--------------------------------|-----------|
| SM RES STATE FACT KEY          | Ascending |
| STD TENANT START DATE TIME KEY | Ascending |
| TENANT KEY                     | Ascending |
| MEDIA TYPE KEY                 | Ascending |
| RESOURCE KEY                   | Ascending |
| RESOURCE_GROUP_COMBINATION_KEY | Ascending |
| RESOURCE STATE KEY             | Ascending |
| TOTAL DURATION                 | Ascending |
| LEAD CLIP DURATION             | Ascending |
| TRAIL CLIP DURATION            | Ascending |

## Index - IDX\_SRST\_IRF\_UPD

| Name                  | Sort      |
|-----------------------|-----------|
| RESOURCE KEY          | Ascending |
| STD TENANT START TIME | Ascending |
| STD TENANT END TIME   | Ascending |
| RESOURCE STATE KEY    | Ascending |
| SM RES STATE FACT KEY | Ascending |

## Index - SRESF2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

## Subject Areas

| Code                   | Comment   |
|------------------------|---|
| Summary_Resource_State | Represents agent resource states, summarized to the media type. |

## Table SM\_RES\_STATE\_REASON\_FACT

Each row describes a summarized agent resource state reason and workmode reason relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is in logged in with a particular state reason for a given media type, irrespective of the number of DNs and/or queues that the agent resource logs in to. Do Not Disturb is optionally factored into summary state reasons based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a

resource state, the winning summary state reason is the reason associated with the state having the highest priority.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for both ENTERPRISE\_DATE/TIME\_OF\_DAY and TENANT\_DATE/TIME\_OF\_DAY in two time zones (GMT and standard). Start and end dates and the time of day interval are represented by a calendar date and 15-minute interval from the DATE\_TIME dimension in the standard tenant time zone.

Only completed state reasons are written to this table.

This table, sourced from IDB, does not depend on data from DT\_DND\_FACT or the detailed version of this table, DT\_RES\_STATE\_REASON\_FACT. Instead, Genesys Info Mart references staging area tables for this information.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| SM_RES_STATE_REASON_FACT_KEY   | NUMBER(19) | X | X |   |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_TENANT_START_DATE_TIME_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_END_DATE_TIME_KEY   | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_KEY             | NUMBER(10) |   | X | X |    |
| RESOURCE_STATE_REASON_KEY      | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| RESOURCE_GROUP_COMBINATION_KEY | NUMBER(10) |   | X | X |    |
| PRIMARY_MEDIA_RESOURCE_KEY     | NUMBER(10) |   | X | X |    |
| SM_RES_SESSION_FACT_KEY        | NUMBER(19) |   |   | X |    |
| SM_RES_STATE_FACT_KEY          | NUMBER(19) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |

| Code                      | Data Type  | P | M | F | DV |
|---------------------------|------------|---|---|---|----|
| STD_ENTERPRISE_START_TIME | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME   | DATE       |   |   |   |    |
| STD_TENANT_START_TIME     | DATE       |   |   |   |    |
| STD_TENANT_END_TIME       | DATE       |   |   |   |    |
| TOTAL_DURATION            | NUMBER(10) |   |   |   |    |
| LEAD_CLIP_DURATION        | NUMBER(10) |   |   |   |    |
| TRAIL_CLIP_DURATION       | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG               | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME      | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME      | DATE       |   |   |   |    |
| PURGE_FLAG                | NUMBER(1)  |   |   |   |    |

#### Column SM\_RES\_STATE\_REASON\_FACT\_KEY

The primary key of this table.

#### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

#### Column GMT\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

#### Column GMT\_TIME\_OF\_DAY\_KEY

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.



**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date in the enterprise standard time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

**Column STD\_TENANT\_START\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the resource state reason began.

**Column STD\_TENANT\_END\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the resource state reason ended.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the enterprise standard time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column RESOURCE\_STATE\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE dimension to identify the specific state associated with this reason.

**Column RESOURCE\_STATE\_REASON\_KEY**

The surrogate key used to join this table to the RESOURCE\_STATE\_REASON dimension to identify to identify the hardware or software reason and workmode associated with this summarized state reason.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join this table to the MEDIA\_TYPE dimension to identify the media type of this state reason.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify the agent associated with this state reason.

**Column RESOURCE\_GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the agent was a member when the resource state reason began.

**Column PRIMARY\_MEDIA\_RESOURCE\_KEY**

The surrogate key used to join the RESOURCE\_ dimension to the fact tables to identify the agent DN that first transitioned into this summary state. For Multimedia interactions, this field references the default 'No Resource' dimension value. For deployments where agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state reason. It is primarily intended for data lineage purposes.

**Column SM\_RES\_SESSION\_FACT\_KEY**

The surrogate key used to join records in this table to the SM\_RES\_SESSION\_FACT dimension to associate the resource's summarized state reason with the summarized login session.

**Column SM\_RES\_STATE\_FACT\_KEY**

The surrogate key used to join records in this table to the SM\_RES\_STATE\_FACT dimension to associate the resource's summarized state reason with the summarized state.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the resource state reason began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the resource state reason ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the resource state reason began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the resource state reason ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the resource state reason began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the resource state reason ended.

**Column TOTAL\_DURATION**

The total duration, in seconds, that the resource has been in the state for the prescribed reason irrespective of the interval(s) in which the state-reason combination may endure.

Column LEAD\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason to the end of the first interval.

Column TRAIL\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource state.

Column ACTIVE\_FLAG

A flag indicating whether the resource state reason is currently active: 0=No, 1=Yes. Only completed state reasons are recorded to this table; so, this value is always 0.

Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

Index List

| Code           | U | Description text   |
|----------------|---|--|
| IDX_SRSTR_SDTI |   | Improves access time based on Tenant Start Date Time (tenant standard time zone).      |
| IDX_SRSTR_AGGR |   | Improves access time based on the primary dimensions needed to facilitate aggregation. |
| IDX_SM_RSR_RC  |   | Used by the aggregation process to determine changed data.                             |
| SRSR2TDTS_FK   |   |  |

Index - IDX\_SRSTR\_SDTI

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT START DATE TIME KEY | Ascending |

## Index - IDX\_SRSTR\_AGGR

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT END DATE TIME KEY   | Ascending |
| SM RES STATE FACT KEY          | Ascending |
| STD TENANT START DATE TIME KEY | Ascending |
| RESOURCE_STATE_REASON_KEY      | Ascending |
| TOTAL_DURATION                 | Ascending |
| LEAD CLIP DURATION             | Ascending |
| TRAIL CLIP DURATION            | Ascending |

## Index - IDX\_SM\_RSR\_RC

| Name                 | Sort      |
|----------------------|-----------|
| TENANT KEY           | Ascending |
| MEDIA TYPE KEY       | Ascending |
| GMT_ROW_CREATED_TIME | Ascending |

## Index - SRSR2TDTS\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD_TENANT_DATE_KEY | Ascending |

## Subject Areas

| Code                          | Comment  |
|-------------------------------|--|
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type. |

## Table SM\_RES\_SESSION\_FACT

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs associated with an agent relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs and/or queues that the agent resource logs in to. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs off all voice DNs and queues. By contrast, RESOURCE\_SESSION\_FACT contains records for each DN-queue combination. For Multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session. For Multimedia, there is no difference in the data populated for RESOURCE\_SESSION\_FACT and SM\_RES\_SESSION\_FACT.

Start and end dates and times are stored as facts in two time zones (GMT and standard). Start and end date and times are also stored as a dimension reference for DATE\_TIME in the standard tenant time zone. Both active and completed sessions are populated.

This table does not depend on data from the detailed version of this table, RESOURCE\_SESSION\_FACT. Instead, Genesys Info Mart references staging area tables for this information.

## Column List

| Code                           | Data Type  | P | M | F | DV |
|--------------------------------|------------|---|---|---|----|
| SM_RES_SESSION_FACT_KEY        | NUMBER(19) | X | X |   |    |
| GMT_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| GMT_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| GMT_TIME_OF_DAY_KEY            | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_DATE_KEY        | NUMBER(10) |   | X | X |    |
| STD_TENANT_DATE_KEY            | NUMBER(10) |   | X | X |    |
| STD_TENANT_START_DATE_TIME_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_END_DATE_TIME_KEY   | NUMBER(10) |   | X | X |    |
| STD_ENTERPRISE_TIME_OF_DAY_KEY | NUMBER(10) |   | X | X |    |
| STD_TENANT_TIME_OF_DAY_KEY     | NUMBER(10) |   | X | X |    |
| TENANT_KEY                     | NUMBER(10) |   | X | X |    |
| MEDIA_TYPE_KEY                 | NUMBER(10) |   | X | X |    |
| RESOURCE_KEY                   | NUMBER(10) |   | X | X |    |
| RESOURCE_GROUP_COMBINATION_KEY | NUMBER(10) |   | X | X |    |
| CREATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| UPDATE_AUDIT_KEY               | NUMBER(10) |   | X | X |    |
| GMT_START_TIME                 | DATE       |   |   |   |    |
| GMT_END_TIME                   | DATE       |   |   |   |    |
| STD_ENTERPRISE_START_TIME      | DATE       |   |   |   |    |
| STD_ENTERPRISE_END_TIME        | DATE       |   |   |   |    |
| STD_TENANT_START_TIME          | DATE       |   |   |   |    |
| STD_TENANT_END_TIME            | DATE       |   |   |   |    |
| TOTAL_DURATION                 | NUMBER(10) |   |   |   |    |
| LEAD_CLIP_DURATION             | NUMBER(10) |   |   |   |    |
| TRAIL_CLIP_DURATION            | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                    | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME           | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME           | DATE       |   |   |   |    |
| PURGE_FLAG                     | NUMBER(1)  |   |   |   |    |

**Column SM\_RES\_SESSION\_FACT\_KEY**

The primary key of this table.

**Column GMT\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the GMT time zone.

**Column GMT\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the GMT time zone.

**Column GMT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the GMT time zone. Specifies the minute of the day, starting with 1.

**Column STD\_ENTERPRISE\_DATE\_KEY**

The surrogate key used to join the ENTERPRISE\_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the standard enterprise time zone.

**Column STD\_TENANT\_DATE\_KEY**

The surrogate key used to join the TENANT\_DATE dimension to the fact tables to indicate the starting time of the summarized resource session in the standard tenant time zone.

**Column STD\_TENANT\_START\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the summarized resource session began.

**Column STD\_TENANT\_END\_DATE\_TIME\_KEY**

The surrogate key used to join the DATE\_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the summarized resource session ended.

**Column STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

**Column STD\_TENANT\_TIME\_OF\_DAY\_KEY**

The surrogate key used to join the TIME\_OF\_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the standard tenant time zone. Specifies the minute of the day, starting with 1.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

**Column MEDIA\_TYPE\_KEY**

The surrogate key used to join this table to the MEDIA\_TYPE dimension to identify a specific media type.

**Column RESOURCE\_KEY**

The surrogate key used to join this table to the RESOURCE\_ dimension to identify a specific agent associated with the login session.

**Column RESOURCE\_GROUP\_COMBINATION\_KEY**

The surrogate key used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the agent was a member when the summarized session began.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when the summarized resource session began.

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when the summarized resource session ended.

**Column STD\_ENTERPRISE\_START\_TIME**

The standard enterprise date and time when the summarized resource session began.

**Column STD\_ENTERPRISE\_END\_TIME**

The standard enterprise date and time when the summarized resource session ended.

**Column STD\_TENANT\_START\_TIME**

The standard tenant date and time when the summarized resource session began.

**Column STD\_TENANT\_END\_TIME**

The standard tenant date and time when the summarized resource session ended.

**Column TOTAL\_DURATION**

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs.

**Column LEAD\_CLIP\_DURATION**

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource session, which is measured from the start of the resource session to the end of the first interval.

**Column TRAIL\_CLIP\_DURATION**

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource session, which is measured from the start of the last interval to the end of the resource session.

**Column ACTIVE\_FLAG**

Indicates whether the resource session is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Index List**

| Code          | U | Description text   |
|---------------|---|--|
| SRSES2TDTS_FK |   | Improves access time based on Tenant Date (tenant standard time zone).   |
| SRSES2TNT_FK  |   | Improves access time based on Tenant.  |
| IDX_SRSES_DTI |   | Improves access based on the DATE_TIME keys for the calendar dates and 15-minute intervals when the summarized resource session began and ended. |
| IDX_SRSES_RES |   | Improves access based on the resource.   |
| IDX_SRSES_MT  |   | Improves access based on the media type.   |



## Index - SRSES2TDTs\_FK

| Name                | Sort      |
|---------------------|-----------|
| STD TENANT DATE KEY | Ascending |

## Index - SRSES2TNT\_FK

| Name       | Sort      |
|------------|-----------|
| TENANT KEY | Ascending |

## Index - IDX\_SRSES\_DTI

| Name                           | Sort      |
|--------------------------------|-----------|
| STD TENANT START DATE TIME KEY | Ascending |
| STD TENANT END DATE TIME KEY   | Ascending |

## Index - IDX\_SRSES\_RES

| Name         | Sort      |
|--------------|-----------|
| RESOURCE KEY | Ascending |

## Index - IDX\_SRSES\_MT

| Name           | Sort      |
|----------------|-----------|
| MEDIA TYPE KEY | Ascending |

## Subject Areas

| Code                     | Comment  |
|--------------------------|--|
| Summary_Resource_Session | Represents agent resource media sessions from login to logout, summarized to the media type. |

## Table STOP\_ACTION

This table indicates the reason why a Multimedia Solution interaction segment was stopped. A Multimedia Solution interaction can be stopped by a resource that is directly associated with the interaction segment, such as a routing strategy, or by a resource that is unassociated with the interaction segment, such as the media server that submitted the interaction.

Note: There is no one-to-one correspondence between a Multimedia Solution interaction and a Genesys Info Mart interaction fact. A Genesys Info Mart interaction fact might be composed of multiple Multimedia Solution interactions.

This table, initially empty, gets populated as new combinations are encountered during the transformation of multimedia interaction data.

For example, a row is added to this table the first time a Multimedia Solution interaction for a particular tenant is:

- Stopped at a segment with a "Sent" reason indicated by the resource associated with the segment.
- Stopped at a segment with a "Terminated" reason indicated by the resource associated with the segment.
- Not stopped at a segment.

## Column List

| Code                    | Data Type     | P | M | F | DV |
|-------------------------|---------------|---|---|---|----|
| STOP_ACTION_KEY         | NUMBER(10)    | X | X |   |    |
| TENANT_KEY              | NUMBER(10)    |   | X | X |    |
| STOPPED_BY_SEG_RESOURCE | NUMBER(1)     |   | X |   |    |
| STOPPED_BY_NON_RESOURCE | NUMBER(1)     |   | X |   |    |
| STOP_REASON             | VARCHAR2(255) |   |   |   |    |
| CREATE_AUDIT_KEY        | NUMBER(10)    |   |   |   |    |
| UPDATE_AUDIT_KEY        | NUMBER(10)    |   |   |   |    |
| GMT_ROW_CREATED_TIME    | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME    | DATE          |   |   |   |    |
| PURGE_FLAG              | NUMBER(1)     |   |   |   |    |

### Column STOP\_ACTION\_KEY

The primary key of this table and the surrogate key used to join this dimension to the MMEDIA\_SEG\_FACT\_EXT table.

### Column TENANT\_KEY

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension.

### Column STOPPED\_BY\_SEG\_RESOURCE

A flag indicating whether a Multimedia Solution interaction segment was stopped by a resource that is directly associated with the interaction, such as a routing strategy: 0=No, 1=Yes.

### Column STOPPED\_BY\_NON\_RESOURCE

A flag indicating whether a Multimedia Solution interaction segment was stopped by a resource that is not directly associated with the interaction, such as the media server that submitted the interaction: 0=No, 1=Yes.

### Column STOP\_REASON

A string indicating why the Multimedia Solution interaction segment was stopped.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that created this record.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join this table to the AUDIT\_ dimension to identify the process that updated this record.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                | Comment  |
|---------------------|--|
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |

**Table STRATEGY**

Allows facts to be described by the associated routing strategy or IVR application. Each row describes one routing strategy or IVR application that has operated on an interaction. A new row is issued for each distinct strategy, strategy result and reason encountered as attached data in the interaction source data.

Note: STRATEGY\_OUTCOME is only populated when STRATEGY\_TYPE is an IVR application.

**Column List**

| Code               | Data Type     | P | M | F | DV |
|--------------------|---------------|---|---|---|----|
| STRATEGY_KEY       | NUMBER(10)    | X | X |   |    |
| TENANT_KEY         | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY   | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY   | NUMBER(10)    |   | X | X |    |
| STRATEGY_TYPE      | VARCHAR2(255) |   |   |   |    |
| STRATEGY_TYPE_CODE | VARCHAR2(32)  |   |   |   |    |
| STRATEGY_NAME      | VARCHAR2(255) |   |   |   |    |

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| STRATEGY_RESULT       | VARCHAR2(255) |   |   |   |    |
| STRATEGY_RESULT_CODE  | VARCHAR2(32)  |   |   |   |    |
| STRATEGY_OUTCOME      | VARCHAR2(255) |   |   |   |    |
| STRATEGY_OUTCOME_CODE | VARCHAR2(32)  |   |   |   |    |
| RESULT_REASON         | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

**Column STRATEGY\_KEY**

The surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column STRATEGY\_TYPE**

The strategy type. One of the following values:

Unspecified

RoutingStrategy

IVRApplication

This value can change with localization.

**Column STRATEGY\_TYPE\_CODE**

The strategy type code. One of the following values:

UNSPECIFIED

ROUTINGSTRATEGY

IVRAPPLICATION

This value does not change with localization.

**Column STRATEGY\_NAME**

The name of the strategy. This field's value is referenced by the user-defined key having an ID of 10044.

**Column STRATEGY\_RESULT**

The result of the strategy from the perspective of the strategy; that is, how the strategy ended; for example, Abandoned, Completed, Transferred.

Note: For GVP call facts, this is the end action. For GVP subcall facts, this value is unspecified. This field's value is referenced by the user-defined key having an ID of 10045.

**Column STRATEGY\_RESULT\_CODE**

The result code of the strategy from the perspective of the strategy; that is, how the strategy ended; for example, ABANDONED, COMPLETED, TRANSFERRED.

Note: For GVP Call Fact, this is the end action. For GVP subcall fact, this value is UNSPECIFIED.

**Column STRATEGY\_OUTCOME**

The outcome of the strategy from the perspective of the strategy. One of the following values:

Unspecified  
Unknown  
Succeeded  
Failed

Note: For GVP VAR, this is the IVR Result.

**Column STRATEGY\_OUTCOME\_CODE**

The code indicating the outcome of the strategy from the perspective of the strategy; that is, whether the strategy accomplished its main purpose. One of the following values:

UNSPECIFIED  
UNKNOWN  
SUCCEEDED  
FAILED

Note: For GVP VAR, this is the IVR Result.

**Column RESULT\_REASON**

The reason for the strategy result. For GVP VAR, this is the IVR reason. This field's value is referenced by the user-defined key having an ID of 10046.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| GVP_Call             | Represents calls processed by Genesys Voice Portal (GVP).   |
| GVP_Subcall          | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

**Table TECHNICAL\_DESCRIPTOR**

Allows interaction-based facts to be described by the role of the associated resource and the technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes. The table following lists the possible combinations of technical attributes.

**Column List**

| Code                     | Data Type     | P | M | F | DV |
|--------------------------|---------------|---|---|---|----|
| TECHNICAL_DESCRIPTOR_KEY | NUMBER(10)    | X | X |   |    |
| CREATE_AUDIT_KEY         | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY         | NUMBER(10)    |   | X | X |    |
| TECHNICAL_RESULT         | VARCHAR2(255) |   |   |   |    |
| TECHNICAL_RESULT_CODE    | VARCHAR2(32)  |   |   |   |    |
| RESULT_REASON            | VARCHAR2(255) |   |   |   |    |
| RESULT_REASON_CODE       | VARCHAR2(32)  |   |   |   |    |
| RESOURCE_ROLE            | VARCHAR2(255) |   |   |   |    |
| RESOURCE_ROLE_CODE       | VARCHAR2(32)  |   |   |   |    |
| ROLE_REASON              | VARCHAR2(255) |   |   |   |    |
| ROLE_REASON_CODE         | VARCHAR2(32)  |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME     | DATE          |   |   |   |    |
| PURGE_FLAG               | NUMBER(1)     |   |   |   |    |

**Column TECHNICAL\_DESCRIPTOR\_KEY**

The surrogate key used to join this dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column TECHNICAL\_RESULT**

The technical result of the interaction segment, that is, how the segment ended. One of the following values:

Abandoned

Cleared

Completed

Conferenced

CustomerAbandoned

DestinationBusy

Diverted

None

Pulled

Redirected

Routed

Transferred

Unspecified

This value can change with localization.

**Column TECHNICAL\_RESULT\_CODE**

The technical result code of the interaction segment, that is, how the segment ended. One of the following values:

ABANDONED

CLEARED

COMPLETED

CONFERENCED

CUSTOMERABANDONED

DESTINATIONBUSY

DIVERTED

NONE

PULLED

REDIRECTED

ROUTED

TRANSFERRED

UNSPECIFIED

This value does not change with localization.

**Column RESULT\_REASON**

The reason for the technical result. One of the following:

AbandonedFromHold  
AbandonedWhileQueued  
AbandonedWhileRinging  
AnsweredByAgent  
AnsweredByOther  
DefaultRoutedByStrategy  
DefaultRoutedBySwitch  
PulledBackTimeout  
RoutedToOther  
RouteOnNoAnswer  
Redirected  
Rejected  
Revoked  
RoutedFromAnotherVQ  
Stopped  
StuckCall  
TargetsCleared  
Unspecified

This value can change with localization.

**Column RESULT\_REASON\_CODE**

The reason code for the technical result. One of the following:

ABANDONEDFROMHOLD  
ABANDONEDWHILEQUEUED  
ABANDONEDWHILERINGING  
ANSWEREDBYAGENT  
ANSWEREDBYOTHER  
DEFAULTROUTEDBYSTRATEGY  
DEFAULTROUTEDBYSWITCH  
PULLEDBACKTIMEOUT  
REDIRECTED  
REJECTED  
REVOKED  
ROUTEDTOOTHER  
ROUTEONNOANSWER  
ROUTEDFROMANOTHERVQ  
STOPPED  
STUCKCALL  
TARGETSCLEARED  
UNSPECIFIED

This value does not change with localization.



**Column RESOURCE\_ROLE**

The role played by the resource associated with the interaction segment. One of the following:

DivertedTo  
InConference  
Initiated  
InitiatedConsult  
Puller  
Received  
ReceivedConsult  
ReceivedRequest  
ReceivedTransfer  
RedirectedTo  
RoutedTo  
Unknown

This value can change with localization.

**Column RESOURCE\_ROLE\_CODE**

The code of the role played by the resource associated with the interaction segment. One of the following:

DIVERTEDTO  
INCONFERENCE  
INITIATED  
INITIATEDCONSULT  
PULLER  
RECEIVED  
RECEIVEDCONSULT  
RECEIVEDREQUEST  
RECEIVEDTRANSFER  
REDIRECTEDTO  
ROUTEDTO  
UNKNOWN

This values does not change with localization.

**Column ROLE\_REASON**

The reason for the resource role. One of the following:

Unspecified  
ConferenceInitiator  
ConferenceJoined  
PulledBackTimeout

This value can change with localization.

**Column ROLE\_REASON\_CODE**

The reason for the resource role. One of the following:

UNSPECIFIED  
 CONFERENCE\_INITIATOR  
 CONFERENCE\_JOINED  
 PULLEDBACKTIMEOUT

This value does not change with localization.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

### Subject Areas

| Code                 | Comment  |
|----------------------|--|
| Interaction          | Represents interactions from a customer experience perspective.  |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.      |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.                 |
| Mediation_Segment    | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof. |

## Table TENANT

Allows facts to be described based on attributes of a tenant. In addition, this dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views, allowing each tenant to see only their own data. In a single-tenant deployment, the Resources tenant is considered a tenant. In a multi-tenant deployment, the Environment tenant and the configured tenants are considered tenants.

Each row describes one tenant. A new row is issued for each configured tenant, identified by its ID in the contact center configuration. Changing a tenant's name causes an update to the existing row. Deleting a tenant and recreating it using the same name causes a new row to be issued.

### Column List

| Code             | Data Type  | P | M | F | DV |
|------------------|------------|---|---|---|----|
| TENANT_KEY       | NUMBER(10) | X | X |   |    |
| CREATE_AUDIT_KEY | NUMBER(10) |   | X | X |    |

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| TENANT_NAME          | VARCHAR2(255) |   |   |   |    |
| TENANT_CFG_DBID      | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

#### Column TENANT\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column TENANT\_NAME

The tenant name.

#### Column TENANT\_CFG\_DBID

The tenant object identifier in the contact center configuration.

#### Column GMT\_START\_TIME

The GMT-equivalent date and time when tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.

#### Column GMT\_END\_TIME

The GMT-equivalent date and time when tenant was removed from contact center configuration.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

## Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Subject Areas

| Code                           | Comment   |
|--------------------------------|---|
| Aggr2_Inb_V_Agent_Q            | Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.                   |
| Aggr2_Inb_V_I_Ag_Session_State | Hourly rollup of agent voice-related session states that occur within the interval.   |
| Aggr2_Inb_V_I_Ag_State_Reason  | Hourly rollup of reasons for agent voice-related states, confined to the interval.  |
| Aggr2_Inb_V_I_Ixn_Agent        | Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.   |
| Aggr2_Inb_V_Ixn_Agent          | Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.  |
| Aggr2_Inb_V_Ixn_Agent_Grp      | Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.   |
| Aggr2_Inb_V_Ixn_IxnDscr        | Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center. |
| Aggr2_Inb_V_Q                  | Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.  |
| Aggr2_Inb_V_Q_Abn              | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.   |
| Aggr2_Inb_V_Q_Ans              | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.  |
| Aggr2_Inb_V_Q_Group            | Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.                           |
| Aggr2_Out_V_Ixn_Agent          | Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                            |
| Aggr2_Out_V_Ixn_Agent_Grp      | Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.                           |
| Aggregate_Agent_Task           | Represents summary information about agent activity.  |
| Aggregate_Control              | Represents control and audit information for summary data tables.   |

| Code                          | Comment   |
|-------------------------------|---|
| Aggregate_Skill_Abandon       | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                           |
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                           |
| Aggregate_Skill_Combo_Daily   | Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.              |
| Aggregate_Skill_Combo_Hourly  | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.             |
| Aggregate_Skill_Combo_Monthly | Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.            |
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.                                   |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.  |
| Calling_List_Metric           | Represents snapshot outbound campaign calling list metrics.   |
| Calling_List_To_Campaign      | Represents the associations between calling lists and campaigns.  |
| Campaign_Group_Session        | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State          | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign    | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt               | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State         | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb                | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| GVP_Call                      | Represents calls processed by Genesys Voice Portal (GVP).   |
| GVP_Subcall                   | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction                   | Represents interactions from a customer experience perspective.   |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State    | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment           | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment             | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Place_Group                   | Represents the membership of places among place groups.   |

| Code                          | Comment  |
|-------------------------------|--|
| Resource_Group                | Represents the membership of contact center resources among resource groups.                                   |
| Resource_Session              | Represents detailed agent resource media sessions from login to logout.  |
| Resource_Skill                | Represents the skill resumes of agent resources.   |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.                         |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice). |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.                   |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.  |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.   |

## Table TENANT\_DATE

Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. In a multi-tenant deployment, this dimension contains a set of rows for each tenant. Each row describes one date from the perspective of one tenant.

Note: Fiscal years only have 364 days, so one or two days in the year do not have fiscal information.

### Column List

| Code                  | Data Type    | P | M | F | DV |
|-----------------------|--------------|---|---|---|----|
| TENANT_DATE_KEY       | NUMBER(10)   | X | X |   |    |
| TENANT_KEY            | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY      | NUMBER(10)   |   | X | X |    |
| CAL_DATE              | DATE         |   |   |   |    |
| CAL_DATE_STRING       | VARCHAR2(64) |   |   |   |    |
| CAL_DAY_NUM_IN_WEEK   | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NAME          | VARCHAR2(32) |   |   |   |    |
| CAL_DAY_NUM_IN_MONTH  | NUMBER(5)    |   |   |   |    |
| CAL_DAY_NUM_IN_YEAR   | NUMBER(5)    |   |   |   |    |
| CAL_LAST_DAY_IN_WEEK  | NUMBER(1)    |   |   |   |    |
| CAL_LAST_DAY_IN_MONTH | NUMBER(1)    |   |   |   |    |
| CAL_WEEK_NUM_IN_YEAR  | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_WEEK_NUM     | VARCHAR2(32) |   |   |   |    |
| CAL_WEEK_START_DATE   | DATE         |   |   |   |    |

| Code                        | Data Type    | P | M | F | DV |
|-----------------------------|--------------|---|---|---|----|
| CAL_WEEK_END_DATE           | DATE         |   |   |   |    |
| CAL_MONTH_NUM_IN_YEAR       | NUMBER(5)    |   |   |   |    |
| CAL_MONTH_NAME              | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH              | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_NUM          | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_MONTH_DAY_NUM      | VARCHAR2(32) |   |   |   |    |
| CAL_QUARTER_NUM_IN_YEAR     | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_QUARTER            | VARCHAR2(32) |   |   |   |    |
| CAL_HALF_NUM_IN_YEAR        | NUMBER(5)    |   |   |   |    |
| CAL_YEAR_HALF_YEAR          | VARCHAR2(32) |   |   |   |    |
| CAL_YEAR_NUM                | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_WEEK      | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_MONTH     | NUMBER(5)    |   |   |   |    |
| FISCAL_DAY_NUM_IN_YEAR      | NUMBER(5)    |   |   |   |    |
| FISCAL_LAST_DAY_IN_WEEK     | NUMBER(1)    |   |   |   |    |
| FISCAL_LAST_DAY_IN_MONTH    | NUMBER(1)    |   |   |   |    |
| FISCAL_WEEK_NUM_IN_YEAR     | NUMBER(5)    |   |   |   |    |
| FISCAL_WEEK_START_DATE      | DATE         |   |   |   |    |
| FISCAL_WEEK_END_DATE        | DATE         |   |   |   |    |
| FISCAL_MONTH_NUM_IN_YEAR    | NUMBER(5)    |   |   |   |    |
| FISCAL_MONTH_NAME           | VARCHAR2(32) |   |   |   |    |
| FISCAL_YEAR_MONTH           | VARCHAR2(32) |   |   |   |    |
| FISCAL_QUARTER_NUM_IN_YEAR  | NUMBER(5)    |   |   |   |    |
| FISCAL_YEAR_QUARTER         | VARCHAR2(32) |   |   |   |    |
| FISCAL_HALF_NUM_IN_YEAR     | NUMBER(5)    |   |   |   |    |
| FISCAL_YEAR_HALF_YEAR       | VARCHAR2(32) |   |   |   |    |
| FISCAL_YEAR_NUM             | NUMBER(5)    |   |   |   |    |
| FISCAL_WEEK_NUM_IN_QUARTER  | NUMBER(5)    |   |   |   |    |
| FISCAL_MONTH_NUM_IN_QUARTER | NUMBER(5)    |   |   |   |    |
| GMT_ROW_CREATED_TIME        | DATE         |   |   |   |    |
| GMT_ROW_UPDATED_TIME        | DATE         |   |   |   |    |
| PURGE_FLAG                  | NUMBER(1)    |   |   |   |    |

### Column TENANT\_DATE\_KEY

The surrogate key used to join this dimension table to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column CAL\_DATE**

The calendar date as a date object.

**Column CAL\_DATE\_STRING**

The calendar date as a text string.

**Column CAL\_DAY\_NUM\_IN\_WEEK**

The day number in the calendar week, starting with 1 for Sunday and ending with 7 for Saturday.

**Column CAL\_DAY\_NAME**

The calendar day name: Sunday through Saturday. This value changes with localization.

**Column CAL\_DAY\_NUM\_IN\_MONTH**

The day number in the calendar month, starting with 1 and ending with 28, 29, 30 or 31, depending on the month.

**Column CAL\_DAY\_NUM\_IN\_YEAR**

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

**Column CAL\_LAST\_DAY\_IN\_WEEK**

The last day of the calendar week indicator. 0 means no, 1 means yes.

**Column CAL\_LAST\_DAY\_IN\_MONTH**

The last day of the calendar month indicator. 0 means no, 1 means yes.

**Column CAL\_WEEK\_NUM\_IN\_YEAR**

The week number in the calendar year, starting with 1 and ending with 53.

**Column CAL\_YEAR\_WEEK\_NUM**

The calendar year and week number in the calendar year, in YYYYWW format; for example, 200523.



**Column CAL\_WEEK\_START\_DATE**

The start date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week start date.

**Column CAL\_WEEK\_END\_DATE**

The end date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week end date.

**Column CAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

**Column CAL\_MONTH\_NAME**

The calendar month name: January through December. This value changes with localization.

**Column CAL\_YEAR\_MONTH**

The calendar year and month in YYYYMmm format; for example, 2004Jan.

**Column CAL\_YEAR\_MONTH\_NUM**

The calendar year and month number in year in YYYYMM format; for example, 200408.

**Column CAL\_YEAR\_MONTH\_DAY\_NUM**

The calendar year, month number of the year, and day number of the month in YYYYMMDD format; for example, 20040805.

**Column CAL\_QUARTER\_NUM\_IN\_YEAR**

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

**Column CAL\_YEAR\_QUARTER**

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

**Column CAL\_HALF\_NUM\_IN\_YEAR**

The half number in the calendar year, starting with 1 for January through June and ending with 2 for July through December.

**Column CAL\_YEAR\_HALF\_YEAR**

The calendar year and half in YYYYHH format; for example, 2004H1.

**Column CAL\_YEAR\_NUM**

The calendar year number; for example, 2004.

**Column FISCAL\_DAY\_NUM\_IN\_WEEK**

The day number in the fiscal week, starting with 1 and ending with 7.

Note: The first and last fiscal weeks of a fiscal year are exceptions and may contain fewer than 7 days.

**Column FISCAL\_DAY\_NUM\_IN\_MONTH**

The day number in the fiscal month, starting with 1 and ending with 28 or 35, depending on whether the fiscal month contains four or five fiscal weeks.

Note: The first and last fiscal months of a fiscal year are exceptions and contain somewhere between 22 and 41 days, depending on the week pattern in a fiscal quarter (544, 454, or 445).

**Column FISCAL\_DAY\_NUM\_IN\_YEAR**

The day number in the fiscal year, starting with 1 and ending with 364.

**Column FISCAL\_LAST\_DAY\_IN\_WEEK**

The last day of the fiscal week indicator: 0=No, 1=Yes.

**Column FISCAL\_LAST\_DAY\_IN\_MONTH**

The last day of the fiscal month indicator: 0=No, 1=Yes.

**Column FISCAL\_WEEK\_NUM\_IN\_YEAR**

The week number in the fiscal year, starting with 1 and ending with 52 or 53.

**Column FISCAL\_WEEK\_START\_DATE**

The start date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week start date.

**Column FISCAL\_WEEK\_END\_DATE**

The end date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week end date.

**Column FISCAL\_MONTH\_NUM\_IN\_YEAR**

The month number in the fiscal year, starting with 1 and ending with 12.

**Column FISCAL\_MONTH\_NAME**

The name of the fiscal month. Fiscal months that span calendar months adopt the calendar month name of the first day of the fiscal month.

Note: Fiscal month names contain many anomalies. Genesys recommends that you use FISCAL\_MONTH\_NUM\_IN\_YEAR instead of FISCAL\_MONTH\_NAME.

**Column FISCAL\_YEAR\_MONTH**

The fiscal year and month in YYYYMmm format; for example, 2004Jan.

**Column FISCAL\_QUARTER\_NUM\_IN\_YEAR**

The quarter number in the fiscal year, starting with 1 for fiscal month numbers 1 through 3 and ending with 4 for fiscal month numbers 10 through 12.

**Column FISCAL\_YEAR\_QUARTER**

The fiscal year and quarter in YYYYQQ format; for example, 2004Q1.

**Column FISCAL\_HALF\_NUM\_IN\_YEAR**

The half number in the fiscal year, starting with 1 for fiscal month numbers 1 through 6 and ending with 2 for fiscal month numbers 6 through 12.

**Column FISCAL\_YEAR\_HALF\_YEAR**

The calendar year and half in YYYYHH format; for example, 2004H1.

**Column FISCAL\_YEAR\_NUM**

The fiscal year number; for example, 2004. Fiscal years that span calendar years adopt the calendar year number of either the first or last fiscal day.

**Column FISCAL\_WEEK\_NUM\_IN\_QUARTER**

The week number in the fiscal quarter, starting with 1 and ending with 13 or 14.

**Column FISCAL\_MONTH\_NUM\_IN\_QUARTER**

The month number in the fiscal quarter, starting with 1 and ending with 3.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

## Index List

| Code         | U | Description text   |
|--------------|---|--|
| IDX_TD_CYMDN |   | Improves access time based on the date in YYYYMMDD format. |

### Index - IDX\_TD\_CYMDN

| Name                   | Sort      |
|------------------------|-----------|
| CAL YEAR MONTH DAY NUM | Ascending |

## Subject Areas

| Code                          | Comment   |
|-------------------------------|---|
| Aggregate_Agent_Task          | Represents summary information about agent activity.  |
| Aggregate_Control             | Represents control and audit information for summary data tables.   |
| Aggregate_Skill_Abandon       | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                           |
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                           |
| Aggregate_Skill_Combo_Daily   | Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.              |
| Aggregate_Skill_Combo_Hourly  | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.             |
| Aggregate_Skill_Demand        | Represents summary information about resources and skill combinations of incoming interactions.   |
| Aggregate_Skill_Demand_Group  | Represents summary information about resource groups and the skill combinations of incoming interactions.                                   |
| Aggregate_State_Reason        | Represents summary information about resource state reasons.  |
| Calling_List_Metric           | Represents snapshot outbound campaign calling list metrics.   |
| Calling_List_To_Campaign      | Represents the associations between calling lists and campaigns.  |
| Campaign_Group_Session        | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State          | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign    | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt               | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State         | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason  | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb                | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| GVP_Call                      | Represents calls processed by Genesys Voice Portal (GVP).   |

| Code                          | Comment   |
|-------------------------------|---|
| GVP_Subcall                   | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction                   | Represents interactions from a customer experience perspective.   |
| Interaction_Resource          | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                       |
| Interaction_Resource_State    | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. |
| Interaction_Segment           | Represents interaction activity from the perspective of contact center resources in a particular role.                                  |
| Mediation_Segment             | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                  |
| Place_Group                   | Represents the membership of places among place groups.   |
| Resource_Group                | Represents the membership of contact center resources among resource groups.  |
| Resource_Session              | Represents detailed agent resource media sessions from login to logout.   |
| Resource_Skill                | Represents the skill resumes of agent resources.  |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.  |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).                          |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.  |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.   |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.  |

## Table TIME\_OF\_DAY

Allows facts to be described based on time of day. Each row describes one minute of a day. Each minute in the day is placed into a 15-, 30-, and 60- minute interval.

### Column List

| Code                        | Data Type    | P | M | F | DV |
|-----------------------------|--------------|---|---|---|----|
| TIME_OF_DAY_KEY             | NUMBER(10)   | X | X |   |    |
| CREATE_AUDIT_KEY            | NUMBER(10)   |   | X | X |    |
| UPDATE_AUDIT_KEY            | NUMBER(10)   |   | X | X |    |
| TIME_INTERVAL_15_MINUTE     | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_30_MINUTE     | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_60_MINUTE     | VARCHAR2(16) |   |   |   |    |
| TIME_INTERVAL_15_MINUTE_NUM | NUMBER(10)   |   |   |   |    |
| TIME_INTERVAL_30_MINUTE_NUM | NUMBER(10)   |   |   |   |    |

| Code                        | Data Type   | P | M | F | DV |
|-----------------------------|-------------|---|---|---|----|
| TIME_INTERVAL_60_MINUTE_NUM | NUMBER(10)  |   |   |   |    |
| AMPM_INDICATOR              | VARCHAR2(4) |   |   |   |    |
| GMT_ROW_CREATED_TIME        | DATE        |   |   |   |    |
| GMT_ROW_UPDATED_TIME        | DATE        |   |   |   |    |
| PURGE_FLAG                  | NUMBER(1)   |   |   |   |    |

#### Column TIME\_OF\_DAY\_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables. Specifies the minute of the day, starting with 1.

#### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

#### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

#### Column TIME\_INTERVAL\_15\_MINUTE

The number of the 15-minute interval of the day in string format, starting with "1" for the first 15-minute interval and ending with "96" for the last 15-minute interval.

#### Column TIME\_INTERVAL\_30\_MINUTE

The number of the 30-minute interval of the day in string format, starting with "1" for the first 30-minute interval and ending with "48" for the last 30-minute interval.

#### Column TIME\_INTERVAL\_60\_MINUTE

The number of the 60-minute interval of the day in string format, starting with "1" for the first 60-minute interval and ending with "24" for the last 60-minute interval.

#### Column TIME\_INTERVAL\_15\_MINUTE\_NUM

The number of the 15-minute interval of the day, starting with 1 for the first 15-minute interval and ending with 96 for the last 15-minute interval.

#### Column TIME\_INTERVAL\_30\_MINUTE\_NUM

The number of the 30-minute interval of the day, starting with 1 for the first 30-minute interval and ending with 48 for the last 30-minute interval.

#### Column TIME\_INTERVAL\_60\_MINUTE\_NUM

The number of the 60-minute interval of the day, starting with 1 for the first 60-minute interval and ending with 24 for the last 60-minute interval.

**Column AMPM\_INDICATOR**

Indicates the time of day as morning or afternoon (AM or PM).

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                         | Comment   |
|------------------------------|---|
| Calling_List_Metric          | Represents snapshot outbound campaign calling list metrics.   |
| Calling_List_To_Campaign     | Represents the associations between calling lists and campaigns.  |
| Campaign_Group_Session       | Represents campaign groups being loaded and unloaded.   |
| Campaign_Group_State         | Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".  |
| Campaign_Group_To_Campaign   | Represents the associations between agent groups or place groups and campaigns.   |
| Contact_Attempt              | Represents outbound campaign contact record attempts. An attempt may or may not include dialing.  |
| Detail_Resource_State        | Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).             |
| Detail_Resource_State_Reason | Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice). |
| Do_Not_Disturb               | Represents the history of contact center resource usage of the Do Not Disturb feature.  |
| GVP_Call                     | Represents calls processed by Genesys Voice Portal (GVP).   |
| GVP_Subcall                  | Represents subcalls processed by Genesys Voice Portal (GVP).  |
| Interaction                  | Represents interactions from a customer experience perspective.   |
| Interaction_Resource         | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.                           |
| Interaction_Resource_State   | Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.     |
| Interaction_Segment          | Represents interaction activity from the perspective of contact center resources in a particular role.                                      |
| Mediation_Segment            | Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.                      |
| Place_Group                  | Represents the membership of places among place groups.   |

| Code                          | Comment  |
|-------------------------------|--|
| Resource_Group                | Represents the membership of contact center resources among resource groups.                                   |
| Resource_Session              | Represents detailed agent resource media sessions from login to logout.  |
| Resource_Skill                | Represents the skill resumes of agent resources.   |
| Resource_State                | Represents contact center resource activities, summarized to the media type and place.                         |
| Resource_State_Reason         | Represents reasons associated with resource states, summarized to the media type and place (and DN for voice). |
| Summary_Resource_Session      | Represents agent resource media sessions from login to logout, summarized to the media type.                   |
| Summary_Resource_State        | Represents agent resource states, summarized to the media type.  |
| Summary_Resource_State_Reason | Represents agent resource state reasons, summarized to the media type.   |

## Table TIME\_RANGE

This table describes the time ranges associated with the handling of interactions through mediation DN objects within the contact center as they pertain to abandoned or answered interactions. The Genesys Info Mart Server references 19 boundary values used to define 20 time ranges which are used by the aggregate tables. Interactions are categorized as belonging to one of the time range buckets based on response time or when the customer line is dropped. Boundary values are defined by the settings of the abandon-duration-range-#-thold and init-resp-duration-range-#-thold configuration options, which may be configured in different sections. Depending on their settings, some of the BOUND columns in this table may hold 0 values. (Refer to the *Genesys Info Mart 7.6 Deployment Guide* for further information.)

This table also describes the short talk threshold value used for aggregating agent handling of interactions. The threshold is defined by the setting of the short-talk-threshold configuration option. **Note:** Although the aggregation process uses the dimension values for VOICE\_TALK, the aggregate tables that contain short talk counts do not refer to the TIME\_RANGE dimension.

## Column List

| Code                 | Data Type    | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| TIME_RANGE_KEY       | NUMBER(10)   | X | X |   |    |
| TENANT_KEY           | NUMBER(10)   |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)   |   | X |   |    |
| TIME_RANGE_TYPE      | VARCHAR2(64) |   |   |   |    |
| TIME_RANGE_TYPE_CODE | VARCHAR2(32) |   |   |   |    |
| BOUND_1              | NUMBER(10)   |   |   |   |    |
| BOUND_2              | NUMBER(10)   |   |   |   |    |
| BOUND_3              | NUMBER(10)   |   |   |   |    |



| Code                 | Data Type  | P | M | F | DV |
|----------------------|------------|---|---|---|----|
| BOUND_4              | NUMBER(10) |   |   |   |    |
| BOUND_5              | NUMBER(10) |   |   |   |    |
| BOUND_6              | NUMBER(10) |   |   |   |    |
| BOUND_7              | NUMBER(10) |   |   |   |    |
| BOUND_8              | NUMBER(10) |   |   |   |    |
| BOUND_9              | NUMBER(10) |   |   |   |    |
| BOUND_10             | NUMBER(10) |   |   |   |    |
| BOUND_11             | NUMBER(10) |   |   |   |    |
| BOUND_12             | NUMBER(10) |   |   |   |    |
| BOUND_13             | NUMBER(10) |   |   |   |    |
| BOUND_14             | NUMBER(10) |   |   |   |    |
| BOUND_15             | NUMBER(10) |   |   |   |    |
| BOUND_16             | NUMBER(10) |   |   |   |    |
| BOUND_17             | NUMBER(10) |   |   |   |    |
| BOUND_18             | NUMBER(10) |   |   |   |    |
| BOUND_19             | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG          | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE       |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)  |   |   |   |    |

**Column TIME\_RANGE\_KEY**

The primary key of this table.

**Column TENANT\_KEY**

The surrogate key used to join the TENANT dimension table to the fact tables.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column TIME\_RANGE\_TYPE**

Indicates the type of time range for this record. One of the following values:

Answer

Abandon

Unknown  
 Voice Abandon  
 Voice Answer  
 Voice Talk

This value can change with localization.

#### Column TIME\_RANGE\_TYPE\_CODE

Indicates the code associated with the time range of this record. One of the following values:

ANSWER  
 ABANDON  
 UNKNOWN  
 VOICE\_ABANDON  
 VOICE\_ANSWER  
 VOICE\_TALK

This value does not change with localization.

#### Column BOUND\_1 through BOUND\_19

The upper boundaries of the 1st - 19th time ranges.

When TIME\_RANGE\_TYPE\_CODE = VOICE\_TALK, BOUND\_1 contains the short talk threshold.

#### Column ACTIVE\_FLAG

Reserved for internal use.

#### Column GMT\_ROW\_CREATED\_TIME

The GMT-equivalent date and time when the row was created.

#### Column GMT\_ROW\_UPDATED\_TIME

The GMT-equivalent date and time when the row was updated.

#### Column PURGE\_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,  
 1 = Yes.

### Subject Areas

| Code              | Comment   |
|-------------------|---|
| Aggr2_Inb_V_Q_Abn | Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN. |

| Code                          | Comment  |
|-------------------------------|--|
| Aggr2_Inb_V_Q_Ans             | Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.           |
| Aggregate_Skill_Abandon       | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                |
| Aggregate_Skill_Abandon_Group | Represents summary information about skill combinations and abandoned interactions with those skill combinations.                |
| Aggregate_Skill_Combo_Daily   | Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.   |
| Aggregate_Skill_Combo_Hourly  | Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.  |
| Aggregate_Skill_Combo_Monthly | Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled. |

## Table TIME\_ZONE

This table allows facts to be described based on attributes of a time zone. Each row describes one configured time zone.

### Column List

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| TIME_ZONE_KEY        | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X |   |    |
| TIME_ZONE_NAME       | VARCHAR2(255) |   |   |   |    |
| DESCRIPTION          | VARCHAR2(255) |   |   |   |    |
| TIME_ZONE_CFG_DBID   | NUMBER(10)    |   |   |   |    |
| GMT_START_TIME       | DATE          |   |   |   |    |
| GMT_END_TIME         | DATE          |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

#### Column TIME\_ZONE\_KEY

The primary key of this table.

#### Column TENANT\_KEY

The surrogate key used to join the TENANT dimension.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column TIME\_ZONE\_NAME**

The name of the time zone.

**Column DESCRIPTION**

The description of the time zone.

**Column TIME\_ZONE\_CFG\_DBID**

The time zone object identifier in the contact center configuration.

**Column GMT\_START\_TIME**

The GMT-equivalent date and time when time zone was added to the contact center configuration

**Column GMT\_END\_TIME**

The GMT-equivalent date and time when time zone was removed from contact center configuration.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code            | Comment  |
|-----------------|--|
| Contact_Attempt | Represents outbound campaign contact record attempts. An attempt may or may not include dialing. |

## Table USER\_DATA

USER\_DATA allows interaction facts to be described by deployment-specific, user-defined string attributes that may come attached with interactions. Since the attribute values may change over the lifetime of an interaction, each interaction segment fact has a reference to user data, and the interaction fact that summarizes the underlying interaction segments has a reference to user data. Each interaction segment or interaction resource facts' user data reference snapshots the current value of the attributes. The interaction fact inherits its user data reference from the last, nonnull interaction segment fact.

Each row describes a distinct combination of user-defined custom attributes that characterize the interaction. A new row is issued for each distinct combination of user-defined custom attributes that are encountered as attached data in the interaction source data.

Attribute values must be of low cardinality to prevent this dimension from becoming as large as the fact tables.

### Column List

| Code                 | Data Type     | P | M | F | DV |
|----------------------|---------------|---|---|---|----|
| USER_DATA_KEY        | NUMBER(10)    | X | X |   |    |
| TENANT_KEY           | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| UPDATE_AUDIT_KEY     | NUMBER(10)    |   | X | X |    |
| USER_DATA_STRING_1   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_2   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_3   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_4   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_5   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_6   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_7   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_8   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_9   | VARCHAR2(255) |   |   |   |    |
| USER_DATA_STRING_10  | VARCHAR2(255) |   |   |   |    |
| GMT_ROW_CREATED_TIME | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME | DATE          |   |   |   |    |
| PURGE_FLAG           | NUMBER(1)     |   |   |   |    |

### Column USER\_DATA\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

**Column TENANT\_KEY**

The surrogate key used to join this table to the TENANT dimension.

**Column CREATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

**Column UPDATE\_AUDIT\_KEY**

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column USER\_DATA\_STRING\_1 through USER\_DATA\_STRING\_10**

Text data attributes whose values are referenced by the user-defined keys having an ID of 10001 through 10010, respectively.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| Interaction          | Represents interactions from a customer experience perspective.   |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

**Table USER\_DATA\_2**

USER\_DATA\_2 allows interaction facts to be described by deployment-specific, user-defined string attributes. Since the attribute values may change over the lifetime of an interaction, each interaction segment or interaction resource fact has a reference to USER\_DATA\_2, and the interaction fact that summarizes the underlying interaction segments has a reference to USER\_DATA\_2. Each interaction segment or interaction resource facts USER\_DATA\_2 reference snapshots the current value of the attributes. The interaction fact inherits its USER\_DATA\_2 reference from the last interaction segment fact.

Each row describes a distinct combination of user-defined custom attributes that characterize the interaction. A new row is issued for each distinct combination of user-defined custom attributes that are encountered as attached data in the interaction source data.

The attribute values must be of low cardinality to prevent this dimension from becoming as large as the fact tables.

## Column List

| Code                  | Data Type     | P | M | F | DV |
|-----------------------|---------------|---|---|---|----|
| USER_DATA_2_KEY       | NUMBER(10)    | X | X |   |    |
| TENANT_KEY            | NUMBER(10)    |   | X | X |    |
| CREATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| UPDATE_AUDIT_KEY      | NUMBER(10)    |   | X |   |    |
| USER_DATA_2_STRING_1  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_2  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_3  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_4  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_5  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_6  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_7  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_8  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_9  | VARCHAR2(128) |   |   |   |    |
| USER_DATA_2_STRING_10 | VARCHAR2(128) |   |   |   |    |
| GMT_ROW_CREATED_TIME  | DATE          |   |   |   |    |
| GMT_ROW_UPDATED_TIME  | DATE          |   |   |   |    |
| PURGE_FLAG            | NUMBER(1)     |   |   |   |    |

### Column USER\_DATA\_2\_KEY

The primary key of this table and the surrogate key used to join this dimension to the fact tables.

### Column TENANT\_KEY

The surrogate key used to join this table to the TENANT dimension.

### Column CREATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data creation.

### Column UPDATE\_AUDIT\_KEY

The surrogate key used to join to the AUDIT\_ dimension. Specifies the lineage for data update.

**Column USER\_DATA\_2\_STRING\_1 through USER\_DATA\_2\_STRING\_20**

Text data attributes whose values are referenced by the user-defined keys having an ID of 10011 through 10020, respectively.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| Interaction          | Represents interactions from a customer experience perspective.   |
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |
| Interaction_Segment  | Represents interaction activity from the perspective of contact center resources in a particular role.            |

**Table VOICE\_I\_XN\_FACT\_EXT**

While the INTERACTION\_FACT table characterizes the interaction in a media-neutral way, the VOICE\_I\_XN\_FACT\_EXT table characterizes the same interaction in a media-specific way, including media-specific facts. When populating this table, the Genesys Info Mart Server excludes from consideration whether network or premise resources were involved in the processing of interaction segments. (Network segments, generally, are not involved in the processing of voice interactions.)

**Column List**

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| VOICE_I_XN_FACT_EXT_KEY | NUMBER(19) | X | X |   |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X |   |    |
| STD_TENANT_DATE_KEY     | NUMBER(10) |   | X |   |    |
| DIAL_COUNT              | NUMBER(5)  |   |   |   |    |
| DIAL_DURATION           | NUMBER(10) |   |   |   |    |
| RING_COUNT              | NUMBER(5)  |   |   |   |    |
| RING_DURATION           | NUMBER(10) |   |   |   |    |
| TALK_COUNT              | NUMBER(5)  |   |   |   |    |



| Code                       | Data Type  | P | M | F | DV |
|----------------------------|------------|---|---|---|----|
| TALK_DURATION              | NUMBER(10) |   |   |   |    |
| AGENT_TALK_DURATION        | NUMBER(10) |   |   |   |    |
| HOLD_COUNT                 | NUMBER(5)  |   |   |   |    |
| HOLD_DURATION              | NUMBER(10) |   |   |   |    |
| AGENT_HOLD_DURATION        | NUMBER(10) |   |   |   |    |
| AFTER_CALL_WORK_COUNT      | NUMBER(5)  |   |   |   |    |
| AFTER_CALL_WORK_DURATION   | NUMBER(10) |   |   |   |    |
| TEXT_TO_SPEECH_COUNT       | NUMBER(5)  |   |   |   |    |
| SPEECH_RECOGNITION_COUNT   | NUMBER(5)  |   |   |   |    |
| TOTAL_TRANSFER_COUNT       | NUMBER(5)  |   |   |   |    |
| TOTAL_CONSULT_COUNT        | NUMBER(5)  |   |   |   |    |
| TOTAL_CONSULT_DURATION     | NUMBER(10) |   |   |   |    |
| TOTAL_CONFERENCE_COUNT     | NUMBER(5)  |   |   |   |    |
| TOTAL_CONFERENCE_DURATION  | NUMBER(10) |   |   |   |    |
| SHORT_ABANDON_COUNT        | NUMBER(5)  |   |   |   |    |
| DURATION_BEFORE_ABANDON    | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME       | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME       | DATE       |   |   |   |    |
| PURGE_FLAG                 | NUMBER(1)  |   |   |   |    |
| ANSWERED_BY_AGENT_FLAG     | NUMBER(1)  |   |   |   |    |
| TRANSFERRED_BY_AGENT_FLAG  | NUMBER(1)  |   |   |   |    |
| ABANDONED_BY_CUSTOMER_FLAG | NUMBER(1)  |   |   |   |    |

#### Column VOICE\_I\_XN\_FACT\_EXT\_KEY

The primary key of this table.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join this table to the ENTERPRISE\_DATE dimension. This field allows table data to be partitioned by ENTERPRISE\_DATE dimension surrogate key ranges in the standard enterprise time zone.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join this table to the TENANT\_DATE dimension. Allows table data to be partitioned by TENANT\_DATE dimension surrogate key ranges in the standard tenant time zone.

**Column DIAL\_COUNT**

The count of times the voice interaction was in Dialing state. The count is a sum of the values from the interaction segments.

**Column DIAL\_DURATION**

The duration, in seconds, the voice interaction was in Dialing state. The duration is a sum of the values from the interaction segments.

**Column RING\_COUNT**

The count of times the voice interaction was in Ringing state. The count is a sum of the values from the interaction segments.

**Column RING\_DURATION**

The duration, in seconds, the voice interaction was in Ringing state. The duration is a sum of the values from the interaction segments.

**Column TALK\_COUNT**

The count of times the voice interaction was in Talking state. The count is a sum of the values from the interaction segments.

**Column TALK\_DURATION**

The duration, in seconds, the voice interaction was in Talking state. The duration is a sum of the values from the interaction segments.

**Column AGENT\_TALK\_DURATION**

The duration, in seconds, the voice interaction was in Talking state. The duration is a sum of the values from the interaction segments. This value only includes agent talk time.

**Column HOLD\_COUNT**

The count of times the voice interaction was in Hold state. The count is a sum of the values from the interaction segments.

**Column HOLD\_DURATION**

The duration, in seconds, the voice interaction was in Hold state. The duration is a sum of the values from the interaction segments.

**Column AGENT\_HOLD\_DURATION**

The duration, in seconds, the voice interaction was in Hold state. The duration is a sum of the values from the interaction segments. This value only includes hold time for agent segments.

**Column AFTER\_CALL\_WORK\_COUNT**

The count of times the voice interaction was in After Call Work state. The count is a sum of the values from the interaction segments.

**Column AFTER\_CALL\_WORK\_DURATION**

The duration, in seconds, the voice interaction was in After Call Work state. The duration is a sum of the values from the interaction segments.

**Column TEXT\_TO\_SPEECH\_COUNT**

The count of times the voice interaction used Text To Speech. The count is a sum of the values from the interaction segments.

**Column SPEECH\_RECOGNITION\_COUNT**

The count of times the voice interaction used Speech Recognition. The count is a sum of the values from the interaction segments.

**Column TOTAL\_TRANSFER\_COUNT**

The count of times the voice interaction was transferred. The count is the sum of interaction segments with a technical result of Transferred.

**Column TOTAL\_CONSULT\_COUNT**

The count of pure consultations (in other words, initiated consultations that are not subsequently conferenced or transferred). Calculated as the sum of the count of interaction segments with a technical role of Initiated Consult and a technical result of Completed or Abandoned.

**Column TOTAL\_CONSULT\_DURATION**

The total duration, in seconds, of pure consultations (in other words, initiated consultations that are not subsequently conferenced or transferred). Calculated as the sum of durations of the interaction segments with a technical role of Initiated Consult and a technical result of Completed or Abandoned.

Note: To aggregate total consultation time that includes conferenced and transferred interactions, use the INTERACTION\_SEGMENT\_FACT table.

**Column TOTAL\_CONFERENCE\_COUNT**

The count of conferenced parties. Calculated as a count of interaction segments with technical role of In Conference.

**Column TOTAL\_CONFERENCE\_DURATION**

The duration, in seconds, of conferenced resources. Calculated as the sum of the durations of interaction segments with a technical role of In Conference.

**Column SHORT\_ABANDON\_COUNT**

Indicates whether the voice interaction was abandoned within the short abandon threshold. 0=No, 1=Yes.

**Column DURATION\_BEFORE\_ABANDON**

The duration, in seconds, before the voice interaction was abandoned.

**Column ACTIVE\_FLAG**

Indicates whether the interaction is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

**Column ANSWERED\_BY\_AGENT\_FLAG**

Indicates whether an agent answered the interaction: 0=No, 1=Yes.

**Column TRANSFERRED\_BY\_AGENT\_FLAG**

Indicates whether an agent answered the interaction and later transferred the interaction to another resource: 0=No, 1=Yes.

**Column ABANDONED\_BY\_CUSTOMER\_FLAG**

Indicates whether the interaction was abandoned by the customer: 0=No, 1=Yes.

**Subject Areas**

| Code        | Comment   |
|-------------|---|
| Interaction | Represents interactions from a customer experience perspective. |

**Table VOICE\_RES\_FACT\_EXT**

While the INTERACTION\_RESOURCE\_FACT (IRF) table characterizes a resource's interaction participation in a media-neutral way, this table characterizes the same participation in a media-specific way, including media-specific facts such as whether text-to-speech or speech recognition was used while the interaction was being processed by an IVR port. This table also provides summaries of voice-specific states related to customer handling, consultations, conferences, and post-consultation transfers. State counts and

durations are provided only for IRF resources that represent self-service IVR ports and agents. State counts and durations for non-self-service IVR ports and mediation DNs are not provided in this table.

The CUSTOMER\_\* fields indicate the counts and durations of various call states (DIAL, RING, TALK, HOLD, ACW) while a customer was involved with the IRF resource. These fields are a summary of the other fields in this table that represent the IRF Resource's direct involvement with the customer.

The POST\_CONS\_XFER\_\* fields indicate TALK and HOLD counts and durations after the interaction was transferred to the IRF resource from another IRF resource, following a consultation.

The CONF\_INIT\_\* fields indicate TALK and HOLD counts and durations after the IRF resource initiated a conference call with another IRF resource.

The CONF\_JOIN\_\* fields indicate RING, TALK, and HOLD counts and durations after the IRF resource joined a conference call that was initiated by another IRF resource.

The CONS\_INIT\_\* fields indicate DIAL, TALK, and HOLD counts and durations for the IRF resource during consultation calls that the IRF resource initiated.

The CONS\_RCV\_\* fields indicate RING, TALK, HOLD, and ACW counts and durations for the IRF resource during consultation calls that the IRF resource received.

The state fields with no prefix indicate DIAL, RING, TALK, HOLD, and ACW counts and durations that occur for the IRF resource's initial involvement in the interaction. Initiated and received consultations, initiated and joined conferences, and post-consultation transfers are generally excluded from consideration, because they are already accounted for in the other state counts and durations. One exception to this is ACW state for received consultations, initiated and joined conferences and post-consultation transfers.

One row is created for each corresponding voice IRF row. Because VOICE\_RES\_FACT\_EXT is the voice-specific extension of INTERACTION\_RESOURCE\_FACT, VOICE\_RES\_FACT\_EXT data is accessed by joining INTERACTION\_RESOURCE\_FACT with VOICE\_RES\_FACT\_EXT.

## Column List

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| VOICE_RES_FACT_EXT_KEY  | NUMBER(19) | X | X |   |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X |   |    |
| STD_TENANT_DATE_KEY     | NUMBER(10) |   | X |   |    |
| DIAL_COUNT              | NUMBER(5)  |   |   |   |    |
| DIAL_DURATION           | NUMBER(10) |   |   |   |    |
| RING_COUNT              | NUMBER(5)  |   |   |   |    |
| RING_DURATION           | NUMBER(10) |   |   |   |    |
| TALK_COUNT              | NUMBER(5)  |   |   |   |    |
| TALK_DURATION           | NUMBER(10) |   |   |   |    |
| HOLD_COUNT              | NUMBER(5)  |   |   |   |    |

| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| HOLD_DURATION                | NUMBER(10) |   |   |   |    |
| AFTER_CALL_WORK_COUNT        | NUMBER(5)  |   |   |   |    |
| AFTER_CALL_WORK_DURATION     | NUMBER(10) |   |   |   |    |
| CUSTOMER_DIAL_COUNT          | NUMBER(5)  |   |   |   |    |
| CUSTOMER_DIAL_DURATION       | NUMBER(10) |   |   |   |    |
| CUSTOMER_RING_COUNT          | NUMBER(5)  |   |   |   |    |
| CUSTOMER_RING_DURATION       | NUMBER(10) |   |   |   |    |
| CUSTOMER_TALK_COUNT          | NUMBER(5)  |   |   |   |    |
| CUSTOMER_TALK_DURATION       | NUMBER(10) |   |   |   |    |
| CUSTOMER_HOLD_COUNT          | NUMBER(5)  |   |   |   |    |
| CUSTOMER_HOLD_DURATION       | NUMBER(10) |   |   |   |    |
| CUSTOMER_ACW_COUNT           | NUMBER(5)  |   |   |   |    |
| CUSTOMER_ACW_DURATION        | NUMBER(10) |   |   |   |    |
| POST_CONS_XFER_TALK_COUNT    | NUMBER(5)  |   |   |   |    |
| POST_CONS_XFER_TALK_DURATION | NUMBER(10) |   |   |   |    |
| POST_CONS_XFER_HOLD_COUNT    | NUMBER(5)  |   |   |   |    |
| POST_CONS_XFER_HOLD_DURATION | NUMBER(10) |   |   |   |    |
| CONF_INIT_TALK_COUNT         | NUMBER(5)  |   |   |   |    |
| CONF_INIT_TALK_DURATION      | NUMBER(10) |   |   |   |    |
| CONF_INIT_HOLD_COUNT         | NUMBER(5)  |   |   |   |    |
| CONF_INIT_HOLD_DURATION      | NUMBER(10) |   |   |   |    |
| CONF_JOIN_RING_COUNT         | NUMBER(5)  |   |   |   |    |
| CONF_JOIN_RING_DURATION      | NUMBER(10) |   |   |   |    |
| CONF_JOIN_TALK_COUNT         | NUMBER(5)  |   |   |   |    |
| CONF_JOIN_TALK_DURATION      | NUMBER(10) |   |   |   |    |
| CONF_JOIN_HOLD_COUNT         | NUMBER(5)  |   |   |   |    |
| CONF_JOIN_HOLD_DURATION      | NUMBER(10) |   |   |   |    |
| CONS_INIT_DIAL_COUNT         | NUMBER(5)  |   |   |   |    |
| CONS_INIT_DIAL_DURATION      | NUMBER(10) |   |   |   |    |
| CONS_INIT_TALK_COUNT         | NUMBER(5)  |   |   |   |    |
| CONS_INIT_TALK_DURATION      | NUMBER(10) |   |   |   |    |
| CONS_INIT_HOLD_COUNT         | NUMBER(5)  |   |   |   |    |
| CONS_INIT_HOLD_DURATION      | NUMBER(10) |   |   |   |    |
| CONS_RCV_RING_COUNT          | NUMBER(5)  |   |   |   |    |
| CONS_RCV_RING_DURATION       | NUMBER(10) |   |   |   |    |
| CONS_RCV_TALK_COUNT          | NUMBER(5)  |   |   |   |    |

| Code                         | Data Type  | P | M | F | DV |
|------------------------------|------------|---|---|---|----|
| CONS_RCV_TALK_DURATION       | NUMBER(10) |   |   |   |    |
| CONS_RCV_HOLD_COUNT          | NUMBER(5)  |   |   |   |    |
| CONS_RCV_HOLD_DURATION       | NUMBER(10) |   |   |   |    |
| CONS_RCV_ACW_COUNT           | NUMBER(5)  |   |   |   |    |
| CONS_RCV_ACW_DURATION        | NUMBER(10) |   |   |   |    |
| TEXT_TO_SPEECH_COUNT         | NUMBER(5)  |   |   |   |    |
| SPEECH_RECOGNITION_COUNT     | NUMBER(5)  |   |   |   |    |
| AGENT_TO_AGENT_CONS_COUNT    | NUMBER(5)  |   |   |   |    |
| AGENT_TO_AGENT_CONS_DURATION | NUMBER(10) |   |   |   |    |
| ACTIVE_FLAG                  | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME         | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME         | DATE       |   |   |   |    |
| PURGE_FLAG                   | NUMBER(1)  |   |   |   |    |

#### Column VOICE\_RES\_FACT\_EXT\_KEY

The primary key of this table.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join this table to the ENTERPRISE\_DATE dimension using the standard enterprise time zone. This key enables table data to be partitioned by ENTERPRISE\_DATE dimension surrogate key ranges.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join this table to the TENANT\_DATE dimension using the standard tenant time zone. This key enables table data to be partitioned by TENANT\_DATE dimension surrogate key ranges.

#### Column DIAL\_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0=No, 1=Yes. The count applies only to self-service IVRs and agent resources associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

#### Column DIAL\_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration includes the mediation time that the initiator incurs while waiting for the target resource to connect. The duration applies only to self-service IVRs and agent resources associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

#### Column RING\_COUNT

Indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0=No, 1=Yes. The count applies only to self-service IVRs and agent resources associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

#### Column RING\_DURATION

The number of seconds that the voice interaction was ringing at the self-service IVR or agent resource associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

#### Column TALK\_COUNT

Indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0=No, 1=Yes.

#### Column TALK\_DURATION

The number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

#### Column HOLD\_COUNT

The count of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

#### Column HOLD\_DURATION

The number of seconds that the resource associated with this voice interaction placed the interaction on hold. The duration applies only to self-service IVRs and agent resources associated with the voice interaction resource fact.

#### Column AFTER\_CALL\_WORK\_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0=No, 1=Yes. Received consultations are excluded from consideration.

#### Column AFTER\_CALL\_WORK\_DURATION

The number of seconds that the IRF resource associated with this voice interaction was in ACW state. Received consultations are excluded from consideration.



**Column CUSTOMER\_DIAL\_COUNT**

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0=No, 1=Yes. The count excludes initiated consultations.

**Column CUSTOMER\_DIAL\_DURATION**

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. Initiated consultations are excluded from consideration.

**Column CUSTOMER\_RING\_COUNT**

Indicates whether the IRF resource was offered a customer-related interaction: 0=No, 1=Yes. The count excludes received consultations and joined conferences.

**Column CUSTOMER\_RING\_DURATION**

The number of seconds that the interaction segment was ringing at the resource for customer-initiated, voice interaction resources excluding initiated consultations.

**Column CUSTOMER\_TALK\_COUNT**

Indicates whether the resource connected with a customer for this voice interaction resource: 0=No, 1=Yes. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are included.

**Column CUSTOMER\_TALK\_DURATION**

The number of seconds that the resource spent talking with a customer for this voice interaction resource. The duration excludes talk duration associated with initiated or received consultations but includes talk duration of conferenced interactions.

**Column CUSTOMER\_HOLD\_COUNT**

The total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are included.

**Column CUSTOMER\_HOLD\_DURATION**

The number of seconds, that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations associated with initiated or received consultations but includes hold duration of conferenced interactions.

**Column CUSTOMER\_ACW\_COUNT**

Indicates whether the agent resource entered interaction-related Wrap state pertaining to this customer voice interaction resource: 0=No, 1=Yes. Received consultations are excluded from consideration.

**Column CUSTOMER\_ACW\_DURATION**

The number of seconds that the resource was in interaction-related Wrap state pertaining to this customer voice interaction resource. The duration excludes ACW duration associated with received consultations.

**Column POST\_CONS\_XFER\_TALK\_COUNT**

Indicates the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0=No, 1=Yes.

**Column POST\_CONS\_XFER\_TALK\_DURATION**

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation.

**Column POST\_CONS\_XFER\_HOLD\_COUNT**

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation.

**Column POST\_CONS\_XFER\_HOLD\_DURATION**

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation.

**Column CONF\_INIT\_TALK\_COUNT**

Indicates whether a conference that was initiated by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0=No, 1=Yes.

**Column CONF\_INIT\_TALK\_DURATION**

The amount of time in seconds that a conference that was initiated by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

**Column CONF\_INIT\_HOLD\_COUNT**

The number of times that the IRF resource put a conference that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

**Column CONF\_INIT\_HOLD\_DURATION**

The amount of time in seconds that the IRF resource put a conference that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

**Column CONF\_JOIN\_RING\_COUNT**

Indicates whether the resource was offered the opportunity to join a conference for this voice interaction resource: 0=No, 1=Yes.

**Column CONF\_JOIN\_RING\_DURATION**

The number of seconds, that this voice interaction resource spent ringing at the resource who was offered to join a conference.

**Column CONF\_JOIN\_TALK\_COUNT**

Indicates whether a conference that was joined by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference joiner: 0=No, 1=Yes.

**Column CONF\_JOIN\_TALK\_DURATION**

The amount of time in seconds that a conference that was joined by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

**Column CONF\_JOIN\_HOLD\_COUNT**

The number of times that the IRF resource put a conference that he/she joined on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

**Column CONF\_JOIN\_HOLD\_DURATION**

The total amount of time in seconds that the IRF resource put a conference that he/she joined on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

**Column CONS\_INIT\_DIAL\_COUNT**

The number of times the IRF resource initiated a consultation.

**Column CONS\_INIT\_DIAL\_DURATION**

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

**Column CONS\_INIT\_TALK\_COUNT**

Indicates whether a consultation, that was initiated by the IRF resource, was connected (established): 0=No, 1=Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

**Column CONS\_INIT\_TALK\_DURATION**

The number of seconds, that the consultation initiator spent talking with another resource. This excludes talk duration associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

**Column CONS\_INIT\_HOLD\_COUNT**

The number of times that the IRF resource put a consultation that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

**Column CONS\_INIT\_HOLD\_DURATION**

The number of seconds that the IRF resource put a consultation that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

**Column CONS\_RCV\_RING\_COUNT**

Indicates whether the IRF resource was offered a consultation. Applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. 0=No, 1=Yes.

**Column CONS\_RCV\_RING\_DURATION**

The number of seconds that a consultation, that was offered to the IRF resource, was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

**Column CONS\_RCV\_TALK\_COUNT**

Indicates whether a consultation, that was offered to the IRF resource, was connected (established). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0=No, 1=Yes.

**Column CONS\_RCV\_TALK\_DURATION**

The number of seconds that a consultation that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

**Column CONS\_RCV\_HOLD\_COUNT**

The number of times that the IRF resource put a consultation that he/she received on hold. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

**Column CONS\_RCV\_HOLD\_DURATION**

The number of seconds that the IRF resource put a consultation that he/she received on hold. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

**Column CONS\_RCV\_ACW\_COUNT**

Indicates whether the IRF resource had ACW following a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0=No, 1=Yes.

**Column CONS\_RCV\_ACW\_DURATION**

The number of seconds that the IRF resource sent in ACW following a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

**Column TEXT\_TO\_SPEECH\_COUNT**

Indicates whether the IVR port resource used Text To Speech for the voice interaction segment: 0=No, 1=Yes, and NULL if no IVR port resource is associated with this voice interaction resource.

**Column SPEECH\_RECOGNITION\_COUNT**

Indicates whether the IVR port resource used Speech Recognition for the voice interaction segment: 0=No, 1=Yes, and NULL if no IVR port resource is associated with this voice interaction resource.

**Column AGENT\_TO\_AGENT\_CONS\_COUNT**

The sum of all connected states that occur during the consultation between the two agents.

**Column AGENT\_TO\_AGENT\_CONS\_DURATION**

The number of seconds for which the associated agent resource was connected to another agent on a consultation voice interaction. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent.

**Column ACTIVE\_FLAG**

Indicates whether the interaction segment is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The date and time, GMT, that the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The date and time, GMT, that the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged (1 = Yes).

**Subject Areas**

| Code                 | Comment   |
|----------------------|---|
| Interaction_Resource | Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions. |

**Table VOICE\_SEG\_FACT\_EXT**

While the INTERACTION\_SEGMENT\_FACT table characterizes the interaction segment in a media-neutral way, the VOICE\_SEG\_FACT\_EXT table characterizes the same interaction segment in a media-specific way, including media-specific facts such as whether text-to-speech or speech recognition were used while the interaction segment was being processed by an IVR port.

**Column List**

| Code                    | Data Type  | P | M | F | DV |
|-------------------------|------------|---|---|---|----|
| VOICE_SEG_FACT_EXT_KEY  | NUMBER(19) | X | X |   |    |
| STD_ENTERPRISE_DATE_KEY | NUMBER(10) |   | X |   |    |

| Code                     | Data Type  | P | M | F | DV |
|--------------------------|------------|---|---|---|----|
| STD_TENANT_DATE_KEY      | NUMBER(10) |   | X |   |    |
| DIAL_COUNT               | NUMBER(5)  |   |   |   |    |
| DIAL_DURATION            | NUMBER(10) |   |   |   |    |
| RING_COUNT               | NUMBER(5)  |   |   |   |    |
| RING_DURATION            | NUMBER(10) |   |   |   |    |
| TALK_COUNT               | NUMBER(5)  |   |   |   |    |
| TALK_DURATION            | NUMBER(10) |   |   |   |    |
| HOLD_COUNT               | NUMBER(5)  |   |   |   |    |
| HOLD_DURATION            | NUMBER(10) |   |   |   |    |
| AFTER_CALL_WORK_COUNT    | NUMBER(5)  |   |   |   |    |
| AFTER_CALL_WORK_DURATION | NUMBER(10) |   |   |   |    |
| TEXT_TO_SPEECH_COUNT     | NUMBER(5)  |   |   |   |    |
| SPEECH_RECOGNITION_COUNT | NUMBER(5)  |   |   |   |    |
| ACTIVE_FLAG              | NUMBER(1)  |   |   |   |    |
| GMT_ROW_CREATED_TIME     | DATE       |   |   |   |    |
| GMT_ROW_UPDATED_TIME     | DATE       |   |   |   |    |
| PURGE_FLAG               | NUMBER(1)  |   |   |   |    |

#### Column VOICE\_SEG\_FACT\_EXT\_KEY

The primary key of this table.

#### Column STD\_ENTERPRISE\_DATE\_KEY

The surrogate key used to join this table to the ENTERPRISE\_DATE dimension. This field allows table data to be partitioned by ENTERPRISE\_DATE dimension surrogate key ranges in the standard enterprise time zone.

#### Column STD\_TENANT\_DATE\_KEY

The surrogate key used to join the TENANT\_DATE dimension table. This field allows table data to be partitioned by TENANT\_DATE dimension surrogate key ranges in the standard tenant time zone.

#### Column DIAL\_COUNT

The count of times that the voice interaction segment was in Dialing state at the associated resource. The count applies only to IVR port and agent resources and is either 0 or 1.

#### Column DIAL\_DURATION

The duration, in seconds, that the voice interaction segment was in Dialing state at the associated resource. The duration applies only to IVR port and agent resources.

**Column RING\_COUNT**

The count of times that the voice interaction segment was in Ringing state at the associated resource. The count applies only to IVR port and agent resources and is either 0 or 1.

**Column RING\_DURATION**

The duration, in seconds, that the voice interaction segment was in Ringing state at the associated resource. The duration applies only to IVR port and agent resources.

**Column TALK\_COUNT**

The count of times that the voice interaction segment was in Talking state at the associated resource. The count applies only to IVR port and agent resources.

**Column TALK\_DURATION**

The duration, in seconds, the voice interaction segment was in Talking state at the associated resource. The count applies only to IVR port and agent resources.

**Column HOLD\_COUNT**

The count of times the voice interaction segment was in Hold state at the associated resource. The count applies only to IVR port and agent resources.

**Column HOLD\_DURATION**

The duration, in seconds, that the voice interaction segment was in Hold state at the associated resource. The duration applies only to IVR port and agent resources.

**Column AFTER\_CALL\_WORK\_COUNT**

The total number of times that the voice interaction segment was in After Call Work state at the associated resource. The count applies only to agent resources and is either 0 or 1.

**Column AFTER\_CALL\_WORK\_DURATION**

The duration, in seconds, that the voice interaction segment was in After Call Work state at the associated resource. The duration applies only to agent resources.

**Column TEXT\_TO\_SPEECH\_COUNT**

The count of times that the voice interaction segment used Text To Speech at the associated resource. The count applies only to IVR port resources and is either 0 or 1. This field's value is referenced by the user-defined key having an ID of 10043.

**Column SPEECH\_RECOGNITION\_COUNT**

The count of times the voice interaction segment used speech recognition at the associated resource. The count applies only to IVR port resources and is either 0 or 1. This field's value is referenced by the user-defined key having an ID of 10042.

**Column ACTIVE\_FLAG**

Indicates whether the interaction segment is currently active: 0=No, 1=Yes.

**Column GMT\_ROW\_CREATED\_TIME**

The GMT-equivalent date and time when the row was created.

**Column GMT\_ROW\_UPDATED\_TIME**

The GMT-equivalent date and time when the row was updated.

**Column PURGE\_FLAG**

Indicates whether the table row is eligible to be purged:

0 = No,  
1 = Yes.

**Subject Areas**

| Code                | Comment  |
|---------------------|--|
| Interaction_Segment | Represents interaction activity from the perspective of contact center resources in a particular role. |



## Chapter 4: Info Mart Views

Genesys Info Mart provides read-only views of various aggregation levels for many of the aggregate tables. These view definitions facilitate reporting for the CCPulse+ and Genesys Interactive Insights out-of-box reports. Depending on the source aggregate table, predefined views are provided for subhour-, week-, quarter-, and/or year-level aggregations. Figures 2 and 4 on pages 15 and 17 respectively illustrate the selection of views available for each of these Reporting products.

Genesys Info Mart also provides the following predefined views:

- CHAT\_I\_XN\_FACT\_EXT and R\_CHAT\_I\_XN\_FACT\_EXT
- CHAT\_SEG\_FACT\_EXT and R\_CHAT\_SEG\_FACT\_EXT
- EMAIL\_I\_XN\_FACT\_EXT and R\_EMAIL\_I\_XN\_FACT\_EXT
- EMAIL\_SEG\_FACT\_EXT and R\_EMAIL\_SEG\_FACT\_EXT
- VQ\_SEGMENT\_FACT

The following are described further in detail:

- CHAT\_I\_XN\_FACT\_EXT
- CHAT\_SEG\_FACT\_EXT
- EMAIL\_I\_XN\_FACT\_EXT
- EMAIL\_SEG\_FACT\_EXT
- VQ\_SEGMENT\_FACT

### View CHAT\_I\_XN\_FACT\_EXT

This view of the MMEDIA\_I\_XN\_FACT\_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the CHAT\_I\_XN\_FACT\_EXT table. To improve performance, all rows of the MMEDIA\_I\_XN\_FACT\_EXT table, including those pertaining to other than chat media, are visible through the view. This record set, however, does not impact existing report queries, which join CHAT\_I\_XN\_FACT\_EXT with INTERACTION\_FACT and MEDIA\_TYPE to return chat-only interactions.

```
select
  MMEDIA_I_XN_FACT_EXT_KEY as CHAT_I_XN_FACT_EXT_KEY,
  STD_ENTERPRISE_DATE_KEY,
  STD_TENANT_DATE_KEY,
  FROM_DOMAIN,
  SUBJECT,
  CONTACT_ID,
  TOTAL_TRANSFER_COUNT,
  TOTAL_CONFERENCE_COUNT,
  TOTAL_CONFERENCE_DURATION,
  ANSWERED_BY_AGENT_FLAG,
```

```

    TRANSFERRED_BY_AGENT_FLAG,
    ABANDONED_BY_CUSTOMER_FLAG,
    DURATION_BEFORE_ABANDON,
    ACTIVE_FLAG,
    GMT_ROW_CREATED_TIME,
    GMT_ROW_UPDATED_TIME,
    PURGE_FLAG
from
    MMEDIA_I_XN_FACT_EXT;

```

## View CHAT\_SEG\_FACT\_EXT

This view of the MMEDIA\_SEG\_FACT\_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the CHAT\_SEG\_FACT\_EXT table. To improve performance, all rows of the MMEDIA\_SEG\_FACT\_EXT table, including those pertaining to other than chat media, are visible through this view. This record set, however, does not impact existing report queries, which join CHAT\_SEG\_FACT\_EXT with INTERACTION\_SEGMENT\_FACT and MEDIA\_TYPE to return chat-only interaction segments.

```

select
    MMEDIA_SEG_FACT_EXT_KEY as CHAT_SEG_FACT_EXT_KEY,
    STD_ENTERPRISE_DATE_KEY,
    STD_TENANT_DATE_KEY,
    WORKBIN_TYPE,
    WORKBIN_GROUP_KEY,
    WORKBIN_PLACE_KEY,
    WORKBIN_RESOURCE_KEY,
    FROM_RESOURCE_KEY,
    CONTACT_ID,
    ACTIVE_FLAG,
    GMT_ROW_CREATED_TIME,
    GMT_ROW_UPDATED_TIME,
    PURGE_FLAG
from
    MMEDIA_SEG_FACT_EXT;

```

## View EMAIL\_I\_XN\_FACT\_EXT

This view of the MMEDIA\_I\_XN\_FACT\_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the EMAIL\_I\_XN\_FACT\_EXT table. To improve performance, all rows of the MMEDIA\_I\_XN\_FACT\_EXT table, including those pertaining to other than e-mail media, are visible through the view. This record set, however, does not impact existing report queries, which join EMAIL\_I\_XN\_FACT\_EXT with INTERACTION\_FACT and MEDIA\_TYPE to return e-mail-only interactions.

```

select
    MMEDIA_I_XN_FACT_EXT_KEY as EMAIL_I_XN_FACT_EXT_KEY,
    STD_ENTERPRISE_DATE_KEY,

```

```

STD_TENANT_DATE_KEY,
MEDIA_SERVER_GMT_START_TIME as GMT_EMAILSERVER_START_TIME,
FROM_DOMAIN,
SUBJECT,
CONTACT_ID,
WEBFORM_FLAG,
AUTO_RESPONSE_FLAG,
AUTO_RESPONSE_NAME,
AUTO_ACK_FLAG,
AUTO_ACK_NAME,
TOTAL_TRANSFER_COUNT,
TOTAL_CONSULT_COUNT,
TOTAL_CONSULT_DURATION,
ANSWERED_BY_AGENT_FLAG,
TRANSFERRED_BY_AGENT_FLAG,
ACTIVE_FLAG,
GMT_ROW_CREATED_TIME,
GMT_ROW_UPDATED_TIME,
PURGE_FLAG
from
  MMEDIA_I_XN_FACT_EXT;

```

## View EMAIL\_SEG\_FACT\_EXT

This view of the MMEDIA\_SEG\_FACT\_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the EMAIL\_SEG\_FACT\_EXT table. To improve performance, all rows of the MMEDIA\_SEG\_FACT\_EXT table, including those pertaining to other than e-mail media, are visible through this view. This record set, however, does not impact existing report queries which join EMAIL\_SEG\_FACT\_EXT with INTERACTION\_SEGMENT\_FACT and MEDIA\_TYPE to return e-mail-only interaction segments.

```

select
  MMEDIA_SEG_FACT_EXT_KEY as EMAIL_SEG_FACT_EXT_KEY,
  STD_ENTERPRISE_DATE_KEY,
  STD_TENANT_DATE_KEY,
  WORKBIN_TYPE,
  WORKBIN_GROUP_KEY,
  WORKBIN_PLACE_KEY,
  WORKBIN_RESOURCE_KEY,
  FROM_RESOURCE_KEY,
  CONTACT_ID,
  ACTIVE_FLAG,
  GMT_ROW_CREATED_TIME,
  GMT_ROW_UPDATED_TIME,
  PURGE_FLAG
from
  MMEDIA_SEG_FACT_EXT;

```

## View VQ\_SEGMENT\_FACT

This view of the MEDIATION\_SEGMENT\_FACT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the VQ\_SEGMENT table.

```
select
  MEDIATION_SEGMENT_ID                as VQ_SEGMENT_ID,
  GMT_ENTERPRISE_DATE_KEY,
  GMT_TENANT_DATE_KEY,
  GMT_TIME_OF_DAY_KEY,
  STD_ENTERPRISE_DATE_KEY,
  STD_TENANT_DATE_KEY,
  STD_ENTERPRISE_TIME_OF_DAY_KEY,
  STD_TENANT_TIME_OF_DAY_KEY,
  LOCAL_ENTERPRISE_DATE_KEY,
  LOCAL_TENANT_DATE_KEY,
  LOCAL_TIME_OF_DAY_KEY,
  CREATE_AUDIT_KEY,
  UPDATE_AUDIT_KEY,
  TENANT_KEY,
  TECHNICAL_DESCRIPTOR_KEY,
  RESOURCE_KEY,
  INTERACTION_ID,
  MEDIA_SERVER_IXN_GUID,
  MEDIATION_GUID                    as VQ_GUID,
  MEDIATION_SEGMENT_COUNT          as VQ_SEGMENT_COUNT,
  TOTAL_DURATION,
  MEDIATION_DURATION              as QUEUE_DURATION,
  TARGET_IXN_SEGMENT_ID,
  TARGET_SEG_FACT_EXT_KEY,
  TARGET_RESOURCE_KEY,
  TARGET_MEDIA_RESOURCE_KEY,
  TARGET_PLACE_KEY,
  SHORT_ABANDONED_FLAG,
  ANSWER_THRESHOLD,
  MET_THRESHOLD_FLAG,
  GMT_START_TIME,
  GMT_END_TIME,
  STD_ENTERPRISE_START_TIME,
  STD_ENTERPRISE_END_TIME,
  STD_TENANT_START_TIME,
  STD_TENANT_END_TIME,
  LOCAL_START_TIME,
  LOCAL_END_TIME,
  ACTIVE_FLAG,
  GMT_ROW_CREATED_TIME,
  GMT_ROW_UPDATED_TIME,
  PURGE_FLAG
from MEDIATION_SEGMENT_FACT
where RESOURCE_KEY in (select RESOURCE_KEY
                      from RESOURCE_
                      where RESOURCE_TYPE_CODE = 'QUEUE'
                      and RESOURCE_SUBTYPE = 'VirtualQueue');
```

## Chapter 5: Reference List

| Child Table                   | Parent Table  | Foreign Key  | Parent Key Columns  |
|-------------------------------|---|--|---|
| AG2_INB_V_AGENT_QUEUE_HOUR    | AUDIT_<br>AUDIT_<br>TENANT<br>DATE_TIME<br>RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br>RESOURCE_GROUP_COMBINATION<br>RESOURCE_<br>INTERACTION_DESCRIPTOR | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>STD_TENANT_DATE_TIME_KEY<br>QUEUE_RESOURCE_KEY<br>QUEUE_GROUP_COMBINATION_KEY<br>AGENT_GROUP_COMBINATION_KEY<br>AGENT_RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>DATE_TIME_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>GROUP_COMBINATION_KEY<br>RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY |
| AG2_INB_V_IXN_AGENT_GRP_HOUR  | GROUP_<br>INTERACTION_DESCRIPTOR<br>AUDIT_<br>AUDIT_<br>DATE_TIME<br>TENANT   | GROUP_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY  | GROUP_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>DATE_TIME_KEY<br>TENANT_KEY  |
| AG2_INB_V_IXN_AGENT_HOUR      | RESOURCE_<br>INTERACTION_DESCRIPTOR<br>AUDIT_<br>RESOURCE_GROUP_COMBINATION<br>DATE_TIME<br>TENANT<br>AUDIT_  | RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>UPDATE_AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY  | RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>DATE_TIME_KEY<br>TENANT_KEY<br>AUDIT_KEY  |
| AG2_INB_V_IXN_AGT_ID_GRP_HOUR | DATE_TIME<br>TENANT<br>GROUP_<br>INTERACTION_DESCRIPTOR   | STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>GROUP_KEY<br>INTERACTION_DESCRIPTOR_KEY  | DATE_TIME_KEY<br>TENANT_KEY<br>GROUP_KEY<br>INTERACTION_DESCRIPTOR_KEY  |
| AG2_INB_V_IXN_AGT_ID_HOUR     | DATE_TIME<br>TENANT<br>RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br>INTERACTION_DESCRIPTOR  | STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>INTERACTION_DESCRIPTOR_KEY  | DATE_TIME_KEY<br>TENANT_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>INTERACTION_DESCRIPTOR_KEY  |
| AG2_INB_V_IXN_ID_HOUR         | DATE_TIME<br>TENANT<br>INTERACTION_DESCRIPTOR<br>AUDIT_<br>AUDIT_   | STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | DATE_TIME_KEY<br>TENANT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>AUDIT_KEY<br>AUDIT_KEY   |
| AG2_INB_V_I_IXN_AGENT_HOUR    | RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br>TENANT<br>DATE_TIME  | RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>TENANT_KEY<br>STD_TENANT_DATE_TIME_KEY  | RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>TENANT_KEY<br>DATE_TIME_KEY  |

| Child Table                               | Parent Table  | Foreign Key  | Parent Key Columns  |
|---|---|--|---|
| AG2_INB_V_I_IXN_AGENT_HOUR<br>(continued) | AUDIT_<br><br>AUDIT_  |  | AUDIT_KEY<br><br>AUDIT_KEY  |
| AG2_INB_V_I_SESS_STATE_HOUR               | AUDIT_<br>RESOURCE_GROUP_COMBINATION<br>AUDIT_<br>DATE_TIME<br>RESOURCE_<br>TENANT  | CREATE_AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_DATE_TIME_KEY<br>RESOURCE_KEY<br>TENANT_KEY  | AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>AUDIT_KEY<br>DATE_TIME_KEY<br>RESOURCE_KEY<br>TENANT_KEY  |
| AG2_INB_V_I_STATE_RSN_HOUR                | DATE_TIME<br>AUDIT_<br>AUDIT_<br>RESOURCE_<br>TENANT<br>RESOURCE_STATE_REASON<br>RESOURCE_STATE<br>RESOURCE_GROUP_COMBINATION | STD_TENANT_DATE_TIME_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_KEY<br>TENANT_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>GROUP_COMBINATION_KEY | DATE_TIME_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>TENANT_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>GROUP_COMBINATION_KEY |
| AG2_INB_V_QUEUE_ABN_HOUR                  | TIME_RANGE<br>DATE_TIME<br>RESOURCE_GROUP_COMBINATION<br>RESOURCE_<br>AUDIT_<br>TENANT<br>AUDIT_                              | TIME_RANGE_KEY<br>STD_TENANT_DATE_TIME_KEY<br>GROUP_COMBINATION_KEY<br>RESOURCE_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY                                  | TIME_RANGE_KEY<br>DATE_TIME_KEY<br>GROUP_COMBINATION_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY                                  |
| AG2_INB_V_QUEUE_ANS_HOUR                  | RESOURCE_GROUP_COMBINATION<br>RESOURCE_<br>TENANT<br>DATE_TIME<br>AUDIT_<br>TIME_RANGE<br>AUDIT_                              | GROUP_COMBINATION_KEY<br>RESOURCE_KEY<br>TENANT_KEY<br>STD_TENANT_DATE_TIME_KEY<br>CREATE_AUDIT_KEY<br>TIME_RANGE_KEY<br>UPDATE_AUDIT_KEY                                  | GROUP_COMBINATION_KEY<br>RESOURCE_KEY<br>TENANT_KEY<br>DATE_TIME_KEY<br>AUDIT_KEY<br>TIME_RANGE_KEY<br>AUDIT_KEY                                  |
| AG2_INB_V_QUEUE_GRP_HOUR                  | AUDIT_<br>AUDIT_<br>TENANT<br>GROUP_<br>DATE_TIME   | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>GROUP_KEY<br>STD_TENANT_DATE_TIME_KEY  | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>GROUP_KEY<br>DATE_TIME_KEY  |
| AG2_INB_V_QUEUE_HOUR                      | RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br>DATE_TIME<br>TENANT<br>AUDIT_<br>AUDIT_  | RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY  | RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>DATE_TIME_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY  |
| AG2_OUT_V_IXN_AGENT_GRP_HOUR              | INTERACTION_TYPE<br>AUDIT_<br>TENANT  | INTERACTION_TYPE_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY   | INTERACTION_TYPE_KEY<br>AUDIT_KEY<br>TENANT_KEY   |

| Child Table                                  | Parent Table   | Foreign Key   | Parent Key Columns   |
|--|--|---|--|
| AG2_OUT_V_I_XN_AGENT_GRP_HOUR<br>(continued) | DATE_TIME<br>INTERACTION_DESCRIPTOR<br>GROUP_<br>AUDIT_  | STD_TENANT_DATE_TIME_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>GROUP_KEY<br>UPDATE_AUDIT_KEY   | DATE_TIME_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>GROUP_KEY<br>AUDIT_KEY  |
| AG2_OUT_V_I_XN_AGENT_HOUR                    | INTERACTION_DESCRIPTOR<br>RESOURCE_<br>DATE_TIME<br>AUDIT_<br>AUDIT_<br>RESOURCE_GROUP_COMBINATION<br>TENANT<br>INTERACTION_TYPE | INTERACTION_DESCRIPTOR_KEY<br>RESOURCE_KEY<br>STD_TENANT_DATE_TIME_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>TENANT_KEY<br>INTERACTION_TYPE_KEY | INTERACTION_DESCRIPTOR_KEY<br>RESOURCE_KEY<br>DATE_TIME_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>GROUP_COMBINATION_KEY<br>TENANT_KEY<br>INTERACTION_TYPE_KEY |
| AGGREGATE_CTRL_HOUR                          | DATE_TIME<br>TENANT_DATE<br>DATE_TIME<br>TENANT<br>TENANT_DATE   | BEGIN_STD_TENANT_DATE_TIME_KEY<br>END_STD_TENANT_DATE_KEY<br>END_STD_TENANT_DATE_TIME_KEY<br>TENANT_KEY<br>BEGIN_STD_TENANT_DATE_KEY  | DATE_TIME_KEY<br>TENANT_DATE_KEY<br>DATE_TIME_KEY<br>TENANT_KEY<br>TENANT_DATE_KEY   |
| AG_AGENT_VOICE_I_XN_HOUR                     | RESOURCE_<br>RESOURCE_<br>TENANT_DATE<br>TENANT<br>AUDIT_<br>AUDIT_  | RESOURCE_KEY<br>MEDIA_RESOURCE_KEY<br>STD_TENANT_DATE_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY   | RESOURCE_KEY<br>RESOURCE_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY  |
| AG_SKILL_GROUP_ABN_HOUR                      | GROUP_<br>TENANT_DATE<br>AUDIT_<br>REQUESTED_SKILL_COMBINATION<br>TIME_RANGE<br>AUDIT_<br>TENANT                                 | GROUP_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>REQUESTED_SKILL_KEY<br>TIME_RANGE_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY   | GROUP_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>SKILL_COMBINATION_KEY<br>TIME_RANGE_KEY<br>AUDIT_KEY<br>TENANT_KEY                                      |
| AG_SKILL_GROUP_HOUR                          | INTERACTION_TYPE<br>MEDIA_TYPE<br>AUDIT_<br>AUDIT_<br>GROUP_<br>REQUESTED_SKILL_COMBINATION<br>TENANT<br>TENANT_DATE             | INTERACTION_TYPE_KEY<br>MEDIA_TYPE_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>GROUP_KEY<br>REQUESTED_SKILL_KEY<br>TENANT_KEY<br>STD_TENANT_DATE_KEY                       | INTERACTION_TYPE_KEY<br>MEDIA_TYPE_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>GROUP_KEY<br>SKILL_COMBINATION_KEY<br>TENANT_KEY<br>TENANT_DATE_KEY              |
| AG_SKILL_RESOURCE_ABN_HOUR                   | REQUESTED_SKILL_COMBINATION<br>TIME_RANGE<br>TENANT<br>RESOURCE_<br>TENANT_DATE<br>AUDIT_  | REQUESTED_SKILL_KEY<br>TIME_RANGE_KEY<br>TENANT_KEY<br>RESOURCE_KEY<br>STD_TENANT_DATE_KEY<br>UPDATE_AUDIT_KEY  | SKILL_COMBINATION_KEY<br>TIME_RANGE_KEY<br>TENANT_KEY<br>RESOURCE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY  |

| Child Table                               | Parent Table  | Foreign Key   | Parent Key Columns  |
|---|---|---|---|
| AG_SKILL_RESOURCE_ABN_HOUR<br>(continued) | AUDIT_  | CREATE_AUDIT_KEY  | AUDIT_KEY   |
| AG_SKILL_RESOURCE_HOUR                    | RESOURCE_<br>AUDIT_<br>REQUESTED_SKILL_COMBINATION<br>INTERACTION_TYPE<br>MEDIA_TYPE<br>TENANT_DATE<br>AUDIT_<br>TENANT   | RESOURCE_KEY<br>UPDATE_AUDIT_KEY<br>REQUESTED_SKILL_KEY<br>INTERACTION_TYPE_KEY<br>MEDIA_TYPE_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY  | RESOURCE_KEY<br>AUDIT_KEY<br>SKILL_COMBINATION_KEY<br>INTERACTION_TYPE_KEY<br>MEDIA_TYPE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>TENANT_KEY  |
| AG_SKILL_VOICE_INB_IXN_HOUR               | AUDIT_<br>AUDIT_<br>REQUESTED_SKILL_COMBINATION<br>TENANT_DATE<br>TENANT<br>TIME_RANGE  | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>REQUESTED_SKILL_KEY<br>STD_TENANT_DATE_KEY<br>TENANT_KEY<br>TIME_RANGE_KEY  | AUDIT_KEY<br>AUDIT_KEY<br>SKILL_COMBINATION_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY<br>TIME_RANGE_KEY  |
| AG_STATE_REASON_VOICE_HOUR                | RESOURCE_<br>RESOURCE_STATE<br>AUDIT_<br>TENANT<br>AUDIT_<br>RESOURCE_STATE_REASON<br>TENANT_DATE<br>RESOURCE_  | MEDIA_RESOURCE_KEY<br>RESOURCE_STATE_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_STATE_REASON_KEY<br>STD_TENANT_DATE_KEY<br>RESOURCE_KEY  | RESOURCE_KEY<br>RESOURCE_STATE_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>RESOURCE_STATE_REASON_KEY<br>TENANT_DATE_KEY<br>RESOURCE_KEY  |
| CALLING_LIST                              | TENANT  | TENANT_KEY  | TENANT_KEY  |
| CALLING_LIST_METRIC_FACT                  | TIME_OF_DAY<br>AUDIT_<br>TENANT<br>AUDIT_<br>CAMPAIGN<br>CAMPAIGN_GROUP_SESSION_FACT<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT_DATE<br>TENANT_DATE<br>TENANT_DATE<br>CALLING_LIST<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE | LOCAL_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>CALLING_LIST_KEY<br>STD_ENTERPRISE_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY | TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>CAMPAIGN_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>CALLING_LIST_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY |
| CALLING_LIST_TO_CAMP_FACT                 | AUDIT_<br>CALLING_LIST<br>TENANT_DATE<br>TENANT_DATE  | CREATE_AUDIT_KEY<br>CALLING_LIST_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY  | AUDIT_KEY<br>CALLING_LIST_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY   |



| Child Table                              | Parent Table  | Foreign Key  | Parent Key Columns   |
|--|---|--|--|
| CALLING_LIST_TO_CAMP_FACT<br>(continued) | AUDIT_<br>CAMPAIGN<br>TENANT<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE  | UPDATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY   | AUDIT_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY  |
| CAMPAIGN                                 | TENANT  | TENANT_KEY   | TENANT_KEY   |
| CAMPAIGN_GROUP_SESSION_FACT              | TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>AUDIT_<br>TENANT<br>CAMPAIGN<br>TENANT_DATE<br>TENANT_DATE<br>GROUP_<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>AUDIT_  | STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>CAMPAIGN_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>GROUP_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>CREATE_AUDIT_KEY  | TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>CAMPAIGN_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>GROUP_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>AUDIT_KEY  |
| CAMPAIGN_GROUP_STATE_FACT                | TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TENANT_DATE<br>GROUP_<br>CAMPAIGN<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>CAMPAIGN_GROUP_SESSION_FACT<br>TIME_OF_DAY<br>CAMPAIGN_GROUP_STATE<br>AUDIT_<br>TENANT<br>AUDIT_ | STD_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>GROUP_KEY<br>CAMPAIGN_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>CAMPAIGN_GROUP_STATE_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY | TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>GROUP_KEY<br>CAMPAIGN_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>TIME_OF_DAY_KEY<br>CAMPAIGN_GROUP_STATE_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY |

| Child Table          | Parent Table   | Foreign Key  | Parent Key Columns  |
|----------------------|--|--|---|
| CONTACT_ATTEMPT_FACT | TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>INTERACTION_FACT<br>TENANT_DATE<br>CAMPAIGN_GROUP_SESSION_FACT<br>TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>RESOURCE_<br>CAMPAIGN<br>TENANT<br>RECORD_FIELD_GROUP_2<br>RECORD_FIELD_GROUP_1<br>AUDIT_<br>RESOURCE_<br>PLACE<br>MEDIA_TYPE<br>AUDIT_<br>GROUP_<br>RECORD_STATUS<br>RECORD_TYPE<br>DIALING_MODE<br>CALLING_LIST<br>CALL_RESULT<br>ENTERPRISE_DATE<br>CONTACT_INFO_TYPE<br>TIME_ZONE<br>CALL_RESULT | STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>INTERACTION_ID<br>GMT_TENANT_DATE_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>GMT_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>MEDIA_RESOURCE_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>RECORD_FIELD_GROUP_2_KEY<br>RECORD_FIELD_GROUP_1_KEY<br>CREATE_AUDIT_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>MEDIA_TYPE_KEY<br>UPDATE_AUDIT_KEY<br>GROUP_KEY<br>RECORD_STATUS_KEY<br>RECORD_TYPE_KEY<br>DIALING_MODE_KEY<br>CALLING_LIST_KEY<br>CALL_RESULT_KEY<br>STD_ENTERPRISE_DATE_KEY<br>CONTACT_INFO_TYPE_KEY<br>TIME_ZONE_KEY<br>CPD_RESULT_KEY | TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>INTERACTION_ID<br>TENANT_DATE_KEY<br>CAMP_GROUP_SESSION_FACT_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>RECORD_FIELD_GROUP_2_KEY<br>RECORD_FIELD_GROUP_1_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>MEDIA_TYPE_KEY<br>AUDIT_KEY<br>GROUP_KEY<br>RECORD_STATUS_KEY<br>RECORD_TYPE_KEY<br>DIALING_MODE_KEY<br>CALLING_LIST_KEY<br>CALL_RESULT_KEY<br>ENTERPRISE_DATE_KEY<br>CONTACT_INFO_TYPE_KEY<br>TIME_ZONE_KEY<br>CALL_RESULT_KEY |
| CURRENCY             | AUDIT_<br>AUDIT_   | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY  |
| CUSTOMER             | TENANT<br>AUDIT_<br>AUDIT_   | TENANT_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY  |
| DT_DND_FACT          | RESOURCE_<br>TENANT_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>MEDIA_TYPE<br>RESOURCE_<br>TIME_OF_DAY<br>TENANT_DATE  | RESOURCE_KEY<br>GMT_TENANT_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>MEDIA_RESOURCE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY  | RESOURCE_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY   |

| Child Table              | Parent Table  | Foreign Key   | Parent Key Columns  |
|--------------------------|---|---|---|
| DT_DND_FACT (continued)  | AUDIT_<br>AUDIT_<br>RESOURCE_SESSION_FACT<br>PLACE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TENANT  | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_SESSION_FACT_KEY<br>PLACE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>TENANT_KEY  | AUDIT_KEY<br>AUDIT_KEY<br>RESOURCE_SESSION_FACT_KEY<br>PLACE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY  |
| DT_RES_STATE_FACT        | TENANT<br>RESOURCE_STATE<br>TIME_OF_DAY<br>MEDIA_TYPE<br>RESOURCE_<br>PLACE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>RESOURCE_SESSION_FACT<br>RESOURCE_<br>AUDIT_<br>RESOURCE_<br>ENTERPRISE_DATE<br>TENANT_DATE<br>AUDIT_<br>TIME_OF_DAY<br>TIME_OF_DAY  | TENANT_KEY<br>RESOURCE_STATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>GMT_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>MEDIA_RESOURCE_KEY<br>UPDATE_AUDIT_KEY<br>QUEUE_RESOURCE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY   | TENANT_KEY<br>RESOURCE_STATE_KEY<br>TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY   |
| DT_RES_STATE_REASON_FACT | MEDIA_TYPE<br>PLACE<br>RESOURCE_<br>RESOURCE_STATE_REASON<br>RESOURCE_STATE<br>TIME_OF_DAY<br>RESOURCE_<br>RESOURCE_SESSION_FACT<br>RESOURCE_<br>AUDIT_<br>AUDIT_<br>DT_RES_STATE_FACT<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TENANT<br>TIME_OF_DAY<br>TME_OF_DAY<br>TENANT_DATE<br>TENANT_DATE | MEDIA_TYPE_KEY<br>PLACE_KEY<br>RESOURCE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>QUEUE_RESOURCE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>MEDIA_RESOURCE_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>DT_RES_STATE_FACT_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY | MEDIA_TYPE_KEY<br>PLACE_KEY<br>RESOURCE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>TIME_OF_DAY_KEY<br>RESOURCE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>DT_RES_STATE_FACT_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY |
| ENTERPRISE_DATE          | AUDIT_  | CREATE_AUDIT_KEY  | AUDIT_KEY   |

| Child Table                 | Parent Table           | Foreign Key                    | Parent Key Columns         |
|-----------------------------|------------------------|--------------------------------|----------------------------|
| ENTERPRISE_DATE (continued) | AUDIT_                 | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
| ENTERPRISE_MONTH            | AUDIT_                 | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | AUDIT_                 | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
| GROUP_                      | TENANT                 | TENANT_KEY                     | TENANT_KEY                 |
|                             | AUDIT_                 | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | AUDIT_                 | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
| GROUP_TO_CAMPAIGN_FACT      | TIME_OF_DAY            | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY            |
|                             | TIME_OF_DAY            | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY            |
|                             | TIME_OF_DAY            | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY            |
|                             | TIME_OF_DAY            | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY            |
|                             | CAMPAIGN               | CAMPAIGN_KEY                   | CAMPAIGN_KEY               |
|                             | ENTERPRISE_DATE        | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                             | GROUP_                 | GROUP_KEY                      | GROUP_KEY                  |
|                             | ENTERPRISE_DATE        | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                             | ENTERPRISE_DATE        | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY        |
|                             | AUDIT_                 | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | TENANT                 | TENANT_KEY                     | TENANT_KEY                 |
|                             | AUDIT_                 | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | TENANT_DATE            | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY            |
|                             | TENANT_DATE            | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                             | TENANT_DATE            | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
| GVP_APPLICATION             | TENANT                 | TENANT_KEY                     | TENANT_KEY                 |
| GVP_CALL_FACT               | ENTERPRISE_DATE        | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY        |
|                             | TENANT_DATE            | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                             | ENTERPRISE_DATE        | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                             | TENANT                 | TENANT_KEY                     | TENANT_KEY                 |
|                             | GVP_WEB_APPL_SERVER    | GVP_WEB_APPL_SERVER_KEY        | GVP_WEB_APPL_SERVER_KEY    |
|                             | GVP_VOICE_MEDIA_SERVER | GVP_VOICE_MEDIA_SERVER_KEY     | GVP_VOICE_MEDIA_SERVER_KEY |
|                             | GVP_SUBCALL_FLOW       | LAST_GVP_SUBCALL_FLOW_KEY      | GVP_SUBCALL_FLOW_KEY       |
|                             | STRATEGY               | STRATEGY_KEY                   | STRATEGY_KEY               |
|                             | ENTERPRISE_DATE        | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                             | AUDIT_                 | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | AUDIT_                 | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
|                             | TECHNICAL_DESCRIPTOR   |                                | TECHNICAL_DESCRIPTOR_KEY   |
|                             | INTERACTION_FACT       | INTERACTION_ID                 | INTERACTION_ID             |
|                             | TIME_OF_DAY            | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY            |
|                             | TIME_OF_DAY            | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY            |
|                             | GVP_APPLICATION        | GVP_APPLICATION_KEY            | GVP_APPLICATION_KEY        |
|                             | TENANT_DATE            | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY            |
|                             | TENANT_DATE            | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                             | TIME_OF_DAY            | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY            |
|                             | TIME_OF_DAY            | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY            |
| GVP_SUBCALL_FACT            | TENANT                 | TENANT_KEY                     | TENANT_KEY                 |
|                             | ENTERPRISE_DATE        | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |

| Child Table                  | Parent Table   | Foreign Key   | Parent Key Columns   |
|------------------------------|--|---|--|
| GVP_SUBCALL_FACT (continued) | GVP_SUBCALL_FLOW<br>STRATEGY<br>GVP_VOICE_MEDIA_SERVER<br>TENANT_DATE<br>TIME_OF_DAY<br>AUDIT_<br>GVP_CALL_FACT<br>GVP_APPLICATION<br>AUDIT_<br>TIME_OF_DAY<br>TENANT_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>GVP_SUBCALL_FLOW<br>TECHNICAL_DESCRIPTOR<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>GVP_WEB_APPL_SERVER<br>ENTERPRISE_DATE | PREV_GVP_SUBCALL_FLOW_KEY<br>STRATEGY_KEY<br>GVP_VOICE_MEDIA_SERVER_KEY<br>GMT_TENANT_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>GVP_CALL_FACT_KEY<br>GVP_APPLICATION_KEY<br>CREATE_AUDIT_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_TENANT_DATE_KEY<br>GVP_SUBCALL_FLOW_KEY<br><br>LOCAL_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GVP_WEB_APPL_SERVER_KEY<br>GMT_ENTERPRISE_DATE_KEY | GVP_SUBCALL_FLOW_KEY<br>STRATEGY_KEY<br>GVP_VOICE_MEDIA_SERVER_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>GVP_CALL_FACT_KEY<br>GVP_APPLICATION_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>GVP_SUBCALL_FLOW_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>GVP_WEB_APPL_SERVER_KEY<br>ENTERPRISE_DATE_KEY |
| GVP_SUBCALL_FLOW             | GVP_APPLICATION<br>TENANT  | GVP_APPLICATION_KEY<br>TENANT_KEY   | GVP_APPLICATION_KEY<br>TENANT_KEY  |
| GVP_VOICE_MEDIA_SERVER       | TENANT   | TENANT_KEY  | TENANT_KEY   |
| GVP_WEB_APPL_SERVER          | TENANT   | TENANT_KEY  | TENANT_KEY   |
| INTERACTION_DESCRIPTOR       | AUDIT_<br>TENANT<br>AUDIT_   | CREATE_AUDIT_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY  | AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY   |
| INTERACTION_FACT             | USER_DATA<br>CHAT_I_XN_FACT_EXT_OLD<br>MEDIA_TYPE<br>MMEDIA_I_XN_FACT_EXT<br>CURRENCY<br>TIME_OF_DAY<br>EMAIL_I_XN_FACT_EXT_OLD<br>INTERACTION_DESCRIPTOR<br>CUSTOMER<br>TIME_OF_DAY<br>TENANT_DATE<br>VOICE_I_XN_FACT_EXT<br>RESOURCE_<br>TECHNICAL_DESCRIPTOR<br>AUDIT_<br>AUDIT_<br>REQUESTED_SKILL<br>ENTERPRISE_DATE        | USER_DATA_KEY<br>IXN_FACT_EXT_KEY<br>MEDIA_TYPE_KEY<br>IXN_FACT_EXT_KEY<br>CURRENCY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>IXN_FACT_EXT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>CUSTOMER_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_TENANT_DATE_KEY<br>IXN_FACT_EXT_KEY<br>RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>REQUESTED_SKILL_KEY<br>STD_ENTERPRISE_DATE_KEY   | USER_DATA_KEY<br>CHAT_I_XN_FACT_EXT_KEY<br>MEDIA_TYPE_KEY<br>MMEDIA_I_XN_FACT_EXT_KEY<br>CURRENCY_KEY<br>TIME_OF_DAY_KEY<br>EMAIL_I_XN_FACT_EXT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>CUSTOMER_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>VOICE_I_XN_FACT_EXT_KEY<br>RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>SKILL_COMBINATION_KEY<br>ENTERPRISE_DATE_KEY                   |

| Child Table                  | Parent Table  | Foreign Key   | Parent Key Columns  |
|------------------------------|---|---|---|
| INTERACTION_FACT (continued) | TENANT<br>TENANT_DATE<br>REQUESTED_SKILL_COMBINATION<br>USER_DATA_2<br>INTERACTION_TYPE<br>PLACE<br>RESOURCE_<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TENANT_DATE  | TENANT_KEY<br>STD_TENANT_DATE_KEY<br>REQUESTED_SKILL_KEY<br>USER_DATA_2_KEY<br>INTERACTION_TYPE_KEY<br>PLACE_KEY<br>MEDIA_RESOURCE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TENANT_DATE_KEY  | TENANT_KEY<br>TENANT_DATE_KEY<br>SKILL_COMBINATION_KEY<br>USER_DATA_2_KEY<br>INTERACTION_TYPE_KEY<br>PLACE_KEY<br>RESOURCE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY   |
| INTERACTION_RESOURCE_FACT    | RESOURCE_STATE<br>RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br>USER_DATA_2<br>DATE_TIME<br>RESOURCE_STATE<br>RESOURCE_<br>SM_RES_STATE_FACT<br>INTERACTION_FACT<br>INTERACTION_SEGMENT_FACT<br>RESOURCE_<br>RESOURCE_<br>TENANT<br>REQUESTED_SKILL<br>REQUESTED_SKILL_COMBINATION<br>AUDIT_<br>AUDIT_<br>CUSTOMER<br>ENTERPRISE_DATE<br>MEDIA_TYPE<br>ROUTING_TARGET<br>USER_DATA<br>TIME_OF_DAY<br>TENANT_DATE<br>ENTERPRISE_DATE<br>RESOURCE_<br>TECHNICAL_DESCRIPTOR<br>TIME_OF_DAY<br>TENANT_DATE<br>STRATEGY<br>INTERACTION_TYPE | RES_PREVIOUS_DT_STATE_KEY<br>MEDIA_RESOURCE_KEY<br>RESOURCE_GROUP_COMBINATION_KEY<br>USER_DATA_2_KEY<br>STD_TENANT_START_DATE_TIME_KEY<br>RES_PREVIOUS_SM_STATE_KEY<br>LAST_QUEUE_RESOURCE_KEY<br>RES_PREVIOUS_SM_STATE_FACT_KEY<br>INTERACTION_ID<br>PRIMARY_I_XN_SEGMENT_ID<br>LAST_RP_RESOURCE_KEY<br>LAST_IVR_RESOURCE_KEY<br>TENANT_KEY<br>REQUESTED_SKILL_KEY<br>REQUESTED_SKILL_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>CUSTOMER_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>ROUTING_TARGET_KEY<br>USER_DATA_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TENANT_DATE_KEY<br>STRATEGY_KEY<br>INTERACTION_TYPE_KEY | RESOURCE_STATE_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br>USER_DATA_2_KEY<br>DATE_TIME_KEY<br>RESOURCE_STATE_KEY<br>RESOURCE_KEY<br>SM_RES_STATE_FACT_KEY<br>INTERACTION_ID<br>INTERACTION_SEGMENT_ID<br>RESOURCE_KEY<br>RESOURCE_KEY<br>TENANT_KEY<br>SKILL_COMBINATION_KEY<br>SKILL_COMBINATION_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>CUSTOMER_KEY<br>ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>ROUTING_TARGET_KEY<br>USER_DATA_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>STRATEGY_KEY<br>INTERACTION_TYPE_KEY |

| Child Table                              | Parent Table  | Foreign Key  | Parent Key Columns   |
|--|---|--|--|
| INTERACTION_RESOURCE_FACT<br>(continued) | TIME_OF_DAY<br>PLACE<br>VOICE_RES_FACT_EXT<br>DATE_TIME<br>RESOURCE_<br>INTERACTION_DESCRIPTOR<br>USER_DATA<br>RESOURCE_<br>CUSTOMER<br>MEDIA_TYPE<br>INTERACTION_TYPE<br>ENTERPRISE_DATE<br>TECHNICAL_DESCRIPTOR<br>TENANT_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>ROUTING_TARGET<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>CHAT_SEG_FACT_EXT_OLD<br>STRATEGY<br>EMAIL_SEG_FACT_EXT_OLD<br>ENTERPRISE_DATE<br>RESOURCE_<br>REQUESTED_SKILL_COMBINATION<br>TENANT<br>INTERACTION_DESCRIPTOR<br>TIME_OF_DAY<br>TIME_OF_DAY<br>USER_DATA_2<br>AUDIT_<br>TENANT_DATE<br>PLACE<br>MMEDIA_SEG_FACT_EXT<br>VOICE_SEG_FACT_EXT<br>REQUESTED_SKILL<br>CURRENCY<br>AUDIT_<br>INTERACTION_FACT<br>INTERACTION_FACT | GMT_TIME_OF_DAY_KEY<br>PLACE_KEY<br>IXN_RES_FACT_EXT_KEY<br>STD_TENANT_END_DATE_TIME_KEY<br>MEDIATION_RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>USER_DATA_KEY<br>MEDIA_RESOURCE_KEY<br>CUSTOMER_KEY<br>MEDIA_TYPE_KEY<br>INTERACTION_TYPE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>ROUTING_TARGET_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>SEG_FACT_EXT_KEY<br>STRATEGY_KEY<br>SEG_FACT_EXT_KEY<br>STD_ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>REQUESTED_SKILL_KEY<br>TENANT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>USER_DATA_2_KEY<br>CREATE_AUDIT_KEY<br>LOCAL_TENANT_DATE_KEY<br>PLACE_KEY<br>SEG_FACT_EXT_KEY<br>SEG_FACT_EXT_KEY<br>REQUESTED_SKILL_KEY<br>CURRENCY_KEY<br>UPDATE_AUDIT_KEY<br>ROOT_INTERACTION_ID<br>INTERACTION_ID | TIME_OF_DAY_KEY<br>PLACE_KEY<br>VOICE_RES_FACT_EXT_KEY<br>DATE_TIME_KEY<br>RESOURCE_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>USER_DATA_KEY<br>RESOURCE_KEY<br>CUSTOMER_KEY<br>MEDIA_TYPE_KEY<br>INTERACTION_TYPE_KEY<br>ENTERPRISE_DATE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>ROUTING_TARGET_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>CHAT_SEG_FACT_EXT_KEY<br>STRATEGY_KEY<br>EMAIL_SEG_FACT_EXT_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>SKILL_COMBINATION_KEY<br>TENANT_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>USER_DATA_2_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>PLACE_KEY<br>MMEDIA_SEG_FACT_EXT_KEY<br>VOICE_SEG_FACT_EXT_KEY<br>SKILL_COMBINATION_KEY<br>CURRENCY_KEY<br>AUDIT_KEY<br>INTERACTION_ID<br>INTERACTION_ID |
| INTERACTION_TYPE                         | AUDIT_<br>AUDIT_  | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY   |
| IXN_RESOURCE_STATE_FACT                  | MEDIA_TYPE<br>TENANT_DATE   | MEDIA_TYPE_KEY<br>GMT_TENANT_DATE_KEY  | MEDIA_TYPE_KEY<br>TENANT_DATE_KEY  |

| Child Table                            | Parent Table   | Foreign Key   | Parent Key Columns  |
|--|--|---|---|
| IXN_RESOURCE_STATE_FACT<br>(continued) | RESOURCE_<br>TIME_OF_DAY<br>AUDIT_<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>INTERACTION_RESOURCE_STATE<br><br>TENANT<br>AUDIT_<br>RESOURCE_<br>PLACE<br>DATE_TIME<br><br>ENTERPRISE_DATE<br>TENANT_DATE<br>DATE_TIME<br>INTERACTION_RESOURCE_FACT   | MEDIA_RESOURCE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>INTERACTION_RESOURCE_STATE_KEY<br><br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>STD_TENANT_START_DATE_TIME_KEY<br><br>GMT_ENTERPRISE_DATE_KEY<br>STD_TENANT_DATE_KEY<br>STD_TENANT_END_DATE_TIME_KEY<br>INTERACTION_RESOURCE_ID  | RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>INTERACTION_RESOURCE_STATE_KEY<br><br>TENANT_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>PLACE_KEY<br>DATE_TIME_KEY<br><br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>DATE_TIME_KEY<br>INTERACTION_RESOURCE_ID  |
| MEDIATION_SEGMENT_FACT                 | RESOURCE_<br>INTERACTION_SEGMENT_FACT<br>INTERACTION_RESOURCE_FACT<br>PLACE<br>RESOURCE_<br>RESOURCE_<br>TECHNICAL_DESCRIPTOR<br>ENTERPRISE_DATE<br>DATE_TIME<br>INTERACTION_FACT<br>ENTERPRISE_DATE<br>MEDIA_TYPE<br>TIME_OF_DAY<br>RESOURCE_GROUP_COMBINATION<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT_DATE<br>TENANT<br>AUDIT_<br>RESOURCE_GROUP_COMBINATION<br><br>ENTERPRISE_DATE<br>INTERACTION_TYPE<br>TENANT_DATE<br>AUDIT_<br>TENANT_DATE<br>TIME_OF_DAY | RESOURCE_KEY<br>TARGET_I_XN_SEGMENT_ID<br>TARGET_I_XN_RESOURCE_ID<br>TARGET_PLACE_KEY<br>TARGET_RESOURCE_KEY<br>TARGET_MEDIA_RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_TENANT_DATE_TIME_KEY<br>INTERACTION_ID<br>LOCAL_ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>GMT_TIME_OF_DAY_KEY<br>TARGET_RES_GROUP_COMBO_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_TENANT_DATE_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_GROUP_COMBINATION_KEY<br><br>STD_ENTERPRISE_DATE_KEY<br>INTERACTION_TYPE_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY | RESOURCE_KEY<br>INTERACTION_SEGMENT_ID<br>INTERACTION_RESOURCE_ID<br>PLACE_KEY<br>RESOURCE_KEY<br>RESOURCE_KEY<br>TECHNICAL_DESCRIPTOR_KEY<br>ENTERPRISE_DATE_KEY<br>DATE_TIME_KEY<br>INTERACTION_ID<br>ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>TIME_OF_DAY_KEY<br>GROUP_COMBINATION_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>GROUP_COMBINATION_KEY<br><br>ENTERPRISE_DATE_KEY<br>INTERACTION_TYPE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY |
| MEDIA_TYPE                             | AUDIT_   | CREATE_AUDIT_KEY  | AUDIT_KEY   |



| Child Table                 | Parent Table   | Foreign Key  | Parent Key Columns   |
|-----------------------------|--|--|--|
| MEDIA_TYPE (continued)      | AUDIT_   | UPDATE_AUDIT_KEY   | AUDIT_KEY  |
| MMEDIA_SEG_FACT_EXT         | STOP_ACTION  | STOP_ACTION_KEY  | STOP_ACTION_KEY  |
| PLACE                       | AUDIT_<br>AUDIT_<br>TENANT   | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY   | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_KEY   |
| PLACE_GROUP_FACT            | TENANT_DATE<br>GROUP_<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>PLACE<br>TENANT<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TENANT_DATE<br>AUDIT_<br>TENANT_DATE<br>AUDIT_  | LOCAL_TENANT_DATE_KEY<br>GROUP_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>PLACE_KEY<br>TENANT_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY   | TENANT_DATE_KEY<br>GROUP_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>PLACE_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY   |
| RECORD_FIELD_GROUP_1        | TENANT   | TENANT_KEY   | TENANT_KEY   |
| RECORD_FIELD_GROUP_2        | TENANT   | TENANT_KEY   | TENANT_KEY   |
| RECORD_TYPE_FACT            | AUDIT_<br>ENTERPRISE_DATE<br>CAMPAIGN<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>CONTACT_INFO_TYPE<br>CALLING_LIST<br>RECORD_TYPE<br>TENANT<br>TIME_OF_DAY<br>TIME_OF_DAY<br>AUDIT_<br>TENANT_DATE<br>TENANT_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>TIME_OF_DAY | CREATE_AUDIT_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>CAMPAIGN_KEY<br>STD_ENTERPRISE_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>CONTACT_INFO_TYPE_KEY<br>CALLING_LIST_KEY<br>RECORD_TYPE_KEY<br>TENANT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>LOCAL_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY | AUDIT_KEY<br>ENTERPRISE_DATE_KEY<br>CAMPAIGN_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>CONTACT_INFO_TYPE_KEY<br>CALLING_LIST_KEY<br>RECORD_TYPE_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY |
| REQUESTED_SKILL             | TENANT<br>AUDIT_<br>AUDIT_<br>SKILL  | TENANT_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>SKILL_KEY  | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>SKILL_KEY  |
| REQUESTED_SKILL_COMBINATION | TENANT   | TENANT_KEY   | TENANT_KEY   |

| Child Table                | Parent Table   | Foreign Key   | Parent Key Columns  |
|----------------------------|--|---|---|
| RESOURCE_                  | AUDIT_<br>AUDIT_<br>TENANT   | UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY  | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_KEY  |
| RESOURCE_GROUP_COMBINATION | TENANT<br>AUDIT_<br>GROUP_<br>AUDIT_   | TENANT_KEY<br>CREATE_AUDIT_KEY<br>GROUP_KEY<br>UPDATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>GROUP_KEY<br>AUDIT_KEY   |
| RESOURCE_GROUP_FACT        | RESOURCE_<br>TIME_OF_DAY<br>GROUP_<br>AUDIT_<br>ENTERPRISE_DATE<br>TENANT<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TENANT_DATE<br>TIME_OF_DAY<br>AUDIT_<br>TIME_OF_DAY<br>TENANT_DATE  | RESOURCE_KEY<br>GMT_TIME_OF_DAY_KEY<br>GROUP_KEY<br>UPDATE_AUDIT_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>GMT_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>CREATE_AUDIT_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY   | RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>GROUP_KEY<br>AUDIT_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY   |
| RESOURCE_SESSION_FACT      | TENANT_DATE<br>RESOURCE_<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TENANT_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>MEDIA_TYPE<br>TENANT<br>PLACE<br>TIME_OF_DAY<br>RESOURCE_<br>TIME_OF_DAY<br>AUDIT_<br>AUDIT_<br>TENANT_DATE<br>ENTERPRISE_DATE<br>RESOURCE_ | GMT_TENANT_DATE_KEY<br>RESOURCE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>TENANT_KEY<br>PLACE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>QUEUE_RESOURCE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>MEDIA_RESOURCE_KEY | TENANT_DATE_KEY<br>RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>MEDIA_TYPE_KEY<br>TENANT_KEY<br>PLACE_KEY<br>TIME_OF_DAY_KEY<br>RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY |
| RESOURCE_SKILL_FACT        | ENTERPRISE_DATE<br>SKILL<br>TENANT_DATE<br>TIME_OF_DAY   | STD_ENTERPRISE_DATE_KEY<br>SKILL_KEY<br>STD_TENANT_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY  | ENTERPRISE_DATE_KEY<br>SKILL_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY  |

| Child Table                     | Parent Table  | Foreign Key  | Parent Key Columns   |
|---------------------------------|---|--|--|
| RESOURCE_SKILL_FACT (continued) | TIME_OF_DAY<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>TENANT_DATE<br>RESOURCE_<br>AUDIT_<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TENANT<br>AUDIT_  | STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>RESOURCE_KEY<br>UPDATE_AUDIT_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY  | TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY<br>AUDIT_KEY  |
| RESOURCE_STATE                  | AUDIT_<br>AUDIT_  | UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY   |
| RESOURCE_STATE_FACT             | MEDIA_TYPE<br>TIME_OF_DAY<br>RESOURCE_STATE<br>TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>PLACE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TENANT<br>RESOURCE_SESSION_FACT<br>TIME_OF_DAY<br>AUDIT_<br>AUDIT_<br>RESOURCE_<br>TENANT_DATE<br>ENTERPRISE_DATE | MEDIA_TYPE_KEY<br>GMT_TIME_OF_DAY_KEY<br>RESOURCE_STATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>PLACE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>RESOURCE_SESSION_FACT_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_KEY<br>STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY | MEDIA_TYPE_KEY<br>TIME_OF_DAY_KEY<br>RESOURCE_STATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>PLACE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>RESOURCE_SESSION_FACT_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY |
| RESOURCE_STATE_REASON           | TENANT  | TENANT_KEY   | TENANT_KEY   |
| RESOURCE_STATE_REASON_FACT      | RESOURCE_STATE_REASON<br>MEDIA_TYPE<br>RESOURCE_STATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>AUDIT_<br>AUDIT_<br>PLACE<br>RESOURCE_<br>RESOURCE_<br>RESOURCE_SESSION_FACT<br>ENTERPRISE_DATE  | RESOURCE_STATE_REASON_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_STATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>PLACE_KEY<br>MEDIA_RESOURCE_KEY<br>RESOURCE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>LOCAL_ENTERPRISE_DATE_KEY   | RESOURCE_STATE_REASON_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_STATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>PLACE_KEY<br>RESOURCE_KEY<br>RESOURCE_KEY<br>RESOURCE_SESSION_FACT_KEY<br>ENTERPRISE_DATE_KEY   |

| Child Table                               | Parent Table  | Foreign Key  | Parent Key Columns   |
|---|---|--|--|
| RESOURCE_STATE_REASON_FACT<br>(continued) | ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TENANT<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT_DATE<br>TENANT_DATE<br>TENANT_DATE   | STD_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY  | ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY  |
| ROUTING_TARGET                            | TENANT<br>AUDIT_<br>AUDIT_  | TENANT_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY   |
| R_AG_AGENT_VOICE_I_XN_HOUR                | AUDIT_<br>AUDIT_<br>TENANT<br>TENANT_DATE<br>RESOURCE_<br>RESOURCE_<br>GROUP_<br>AUDIT_<br>REQUESTED_SKILL_COMBINATION<br>TIME_RANGE<br>AUDIT_<br>TENANT_DATE<br>TENANT | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>STD_TENANT_DATE_KEY<br>MEDIA_RESOURCE_KEY<br>RESOURCE_KEY<br>GROUP_KEY<br>CREATE_AUDIT_KEY<br>REQUESTED_SKILL_KEY<br>TIME_RANGE_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_DATE_KEY<br>TENANT_KEY | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>TENANT_DATE_KEY<br>RESOURCE_KEY<br>RESOURCE_KEY<br>GROUP_KEY<br>AUDIT_KEY<br>SKILL_COMBINATION_KEY<br>TIME_RANGE_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY |
| R_AG_SKILL_GROUP_HOUR                     | TENANT_DATE<br>TENANT<br>AUDIT_<br>MEDIA_TYPE<br>REQUESTED_SKILL_COMBINATION<br>GROUP_<br>INTERACTION_TYPE<br>AUDIT_  | STD_TENANT_DATE_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>MEDIA_TYPE_KEY<br>REQUESTED_SKILL_KEY<br>GROUP_KEY<br>INTERACTION_TYPE_KEY<br>CREATE_AUDIT_KEY  | TENANT_DATE_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>MEDIA_TYPE_KEY<br>SKILL_COMBINATION_KEY<br>GROUP_KEY<br>INTERACTION_TYPE_KEY<br>AUDIT_KEY  |
| R_AG_SKILL_RESOURCE_ABN_HOUR              | REQUESTED_SKILL_COMBINATION<br>AUDIT_<br>AUDIT_<br>RESOURCE_<br>TIME_RANGE<br>TENANT_DATE<br>TENANT   | REQUESTED_SKILL_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>RESOURCE_KEY<br>TIME_RANGE_KEY<br>STD_TENANT_DATE_KEY<br>TENANT_KEY   | SKILL_COMBINATION_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>TIME_RANGE_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY   |
| R_AG_SKILL_RESOURCE_HOUR                  | AUDIT_<br>AUDIT_<br>TENANT_DATE<br>RESOURCE_<br>MEDIA_TYPE  | UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_DATE_KEY<br>RESOURCE_KEY<br>MEDIA_TYPE_KEY  | AUDIT_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>RESOURCE_KEY<br>MEDIA_TYPE_KEY  |

| Child Table                             | Parent Table   | Foreign Key  | Parent Key Columns   |
|---|--|--|--|
| R_AG_SKILL_RESOURCE_HOUR<br>(continued) | REQUESTED_SKILL_COMBINATION<br>INTERACTION_TYPE<br>TENANT  | REQUESTED_SKILL_KEY<br>INTERACTION_TYPE_KEY<br>TENANT_KEY  | SKILL_COMBINATION_KEY<br>INTERACTION_TYPE_KEY<br>TENANT_KEY  |
| R_AG_SKILL_VOICE_INB_I_XN_HOUR          | TENANT_DATE<br>TENANT<br>REQUESTED_SKILL_COMBINATION<br>AUDIT_<br>AUDIT_<br>TIME_RANGE   | STD_TENANT_DATE_KEY<br>TENANT_KEY<br>REQUESTED_SKILL_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY<br>TIME_RANGE_KEY   | TENANT_DATE_KEY<br>TENANT_KEY<br>SKILL_COMBINATION_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>TIME_RANGE_KEY   |
| R_AG_STATE_REASON_VOICE_HOUR            | AUDIT_<br>RESOURCE_<br>TENANT_DATE<br>RESOURCE_STATE_REASON<br>RESOURCE_<br>AUDIT_<br>TENANT<br>RESOURCE_STATE   | CREATE_AUDIT_KEY<br>MEDIA_RESOURCE_KEY<br>STD_TENANT_DATE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_KEY<br>UPDATE_AUDIT_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY   | AUDIT_KEY<br>RESOURCE_KEY<br>TENANT_DATE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY   |
| R_CALLING_LIST_METRIC_FACT              | TENANT_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TENANT_DATE<br>TENANT<br>AUDIT_<br>CALLING_LIST<br>AUDIT_<br>CAMPAIGN<br>TENANT_DATE | STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY<br>CALLING_LIST_KEY<br>UPDATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>LOCAL_TENANT_DATE_KEY | TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>CALLING_LIST_KEY<br>AUDIT_KEY<br>CAMPAIGN_KEY<br>TENANT_DATE_KEY |
| R_CALLING_LIST_TO_CAMP_FACT             | TENANT_DATE<br>CALLING_LIST<br>TENANT_DATE<br>TENANT_DATE<br>AUDIT_<br>CAMPAIGN<br>TENANT<br>AUDIT_<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE  | STD_TENANT_DATE_KEY<br>CALLING_LIST_KEY<br>GMT_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY   | TENANT_DATE_KEY<br>CALLING_LIST_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>CAMPAIGN_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY  |

| Child Table                                | Parent Table   | Foreign Key   | Parent Key Columns  |
|--|--|---|---|
| R_CALLING_LIST_TO_CAMP_FACT<br>(continued) | ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE  | GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_ENTERPRISE_DATE_KEY  | ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY   |
| R_CAMPAIGN_GROUP_SESSION_FACT              | ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT<br>AUDIT_<br>CAMPAIGN<br>AUDIT_<br>TENANT_DATE<br>TENANT_DATE<br>GROUP_<br>TENANT_DATE                         | LOCAL_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>GROUP_KEY<br>LOCAL_TENANT_DATE_KEY                             | ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>CAMPAIGN_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>GROUP_KEY<br>TENANT_DATE_KEY                             |
| R_CAMPAIGN_GROUP_STATE_FACT                | ENTERPRISE_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT<br>AUDIT_<br>CAMPAIGN<br>AUDIT_<br>TENANT_DATE<br>TENANT_DATE<br>GROUP_<br>TENANT_DATE<br>CAMPAIGN_GROUP_STATE | GMT_ENTERPRISE_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>TENANT_KEY<br>CREATE_AUDIT_KEY<br>CAMPAIGN_KEY<br>UPDATE_AUDIT_KEY<br>LOCAL_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY<br>GROUP_KEY<br>GMT_TENANT_DATE_KEY<br>CAMPAIGN_GROUP_STATE_KEY | ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY<br>AUDIT_KEY<br>CAMPAIGN_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>GROUP_KEY<br>TENANT_DATE_KEY<br>CAMPAIGN_GROUP_STATE_KEY |
| R_CONTACT_ATTEMPT_FACT                     | TIME_ZONE<br>RECORD_STATUS<br>DIALING_MODE<br>CALL_RESULT<br>CALLING_LIST<br>RECORD_TYPE<br>CAMPAIGN<br>RECORD_FIELD_GROUP_2<br>RESOURCE_<br>AUDIT_  | TIME_ZONE_KEY<br>RECORD_STATUS_KEY<br>DIALING_MODE_KEY<br>CALL_RESULT_KEY<br>CALLING_LIST_KEY<br>RECORD_TYPE_KEY<br>CAMPAIGN_KEY<br>RECORD_FIELD_GROUP_2_KEY<br>RESOURCE_KEY<br>UPDATE_AUDIT_KEY  | TIME_ZONE_KEY<br>RECORD_STATUS_KEY<br>DIALING_MODE_KEY<br>CALL_RESULT_KEY<br>CALLING_LIST_KEY<br>RECORD_TYPE_KEY<br>CAMPAIGN_KEY<br>RECORD_FIELD_GROUP_2_KEY<br>RESOURCE_KEY<br>AUDIT_KEY   |

| Child Table                           | Parent Table                | Foreign Key                    | Parent Key Columns       |
|---------------------------------------|-----------------------------|--------------------------------|--------------------------|
| R_CONTACT_ATTEMPT_FACT<br>(continued) | RESOURCE_                   | MEDIA_RESOURCE_KEY             | RESOURCE_KEY             |
|                                       | CALL_RESULT                 | CPD_RESULT_KEY                 | CALL_RESULT_KEY          |
|                                       | MEDIA_TYPE                  | MEDIA_TYPE_KEY                 | MEDIA_TYPE_KEY           |
|                                       | AUDIT_                      | CREATE_AUDIT_KEY               | AUDIT_KEY                |
|                                       | PLACE                       | PLACE_KEY                      | PLACE_KEY                |
|                                       | TENANT                      | TENANT_KEY                     | TENANT_KEY               |
|                                       | TENANT_DATE                 | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY          |
|                                       | TENANT_DATE                 | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY          |
|                                       | ENTERPRISE_DATE             | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY      |
|                                       | CONTACT_INFO_TYPE           | CONTACT_INFO_TYPE_KEY          | CONTACT_INFO_TYPE_KEY    |
|                                       | TENANT_DATE                 | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY          |
|                                       | GROUP_                      | GROUP_KEY                      | GROUP_KEY                |
|                                       | RECORD_FIELD_GROUP_1        | RECORD_FIELD_GROUP_1_KEY       | RECORD_FIELD_GROUP_1_KEY |
|                                       | TIME_OF_DAY                 | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY          |
|                                       | TIME_OF_DAY                 | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY          |
|                                       | TIME_OF_DAY                 | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY          |
|                                       | ENTERPRISE_DATE             | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY      |
|                                       | ENTERPRISE_DATE             | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY      |
|                                       | TIME_OF_DAY                 | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY          |
| R_GROUP_TO_CAMPAIGN_FACT              | ENTERPRISE_DATE             | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY      |
|                                       | GROUP_                      | GROUP_KEY                      | GROUP_KEY                |
|                                       | ENTERPRISE_DATE             | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY      |
|                                       | ENTERPRISE_DATE             | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY      |
|                                       | AUDIT_                      | CREATE_AUDIT_KEY               | AUDIT_KEY                |
|                                       | CAMPAIGN                    | CAMPAIGN_KEY                   | CAMPAIGN_KEY             |
|                                       | AUDIT_                      | UPDATE_AUDIT_KEY               | AUDIT_KEY                |
|                                       | TENANT                      | TENANT_KEY                     | TENANT_KEY               |
|                                       | TIME_OF_DAY                 | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY          |
|                                       | TIME_OF_DAY                 | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY          |
|                                       | TIME_OF_DAY                 | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY          |
|                                       | TENANT_DATE                 | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY          |
|                                       | TENANT_DATE                 | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY          |
|                                       | TIME_OF_DAY                 | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY          |
|                                       | TENANT_DATE                 | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY          |
| R_INTERACTION_FACT                    | R_MMEDIA_I_XN_FACT_EXT      | I_XN_FACT_EXT_KEY              | MMEDIA_I_XN_FACT_EXT_KEY |
|                                       | TIME_OF_DAY                 | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY          |
|                                       | R_EMAIL_I_XN_FACT_EXT_OLD   | I_XN_FACT_EXT_KEY              | EMAIL_I_XN_FACT_EXT_KEY  |
|                                       | RESOURCE_                   | RESOURCE_KEY                   | RESOURCE_KEY             |
|                                       | R_CHAT_I_XN_FACT_EXT_OLD    | I_XN_FACT_EXT_KEY              | CHAT_I_XN_FACT_EXT_KEY   |
|                                       | PLACE                       | PLACE_KEY                      | PLACE_KEY                |
|                                       | TECHNICAL_DESCRIPTOR        | TECHNICAL_DESCRIPTOR_KEY       | TECHNICAL_DESCRIPTOR_KEY |
|                                       | REQUESTED_SKILL             | REQUESTED_SKILL_KEY            | SKILL_COMBINATION_KEY    |
|                                       | R_VOICE_I_XN_FACT_EXT       | I_XN_FACT_EXT_KEY              | VOICE_I_XN_FACT_EXT_KEY  |
|                                       | REQUESTED_SKILL_COMBINATION | REQUESTED_SKILL_KEY            | SKILL_COMBINATION_KEY    |

| Child Table                    | Parent Table                | Foreign Key                    | Parent Key Columns         |
|--------------------------------|-----------------------------|--------------------------------|----------------------------|
| R_INTERACTION_FACT (continued) | TENANT_DATE                 | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                                | ENTERPRISE_DATE             | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                                | ENTERPRISE_DATE             | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY        |
|                                | AUDIT_                      | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
|                                | CURRENCY                    | CURRENCY_KEY                   | CURRENCY_KEY               |
|                                | MEDIA_TYPE                  | MEDIA_TYPE_KEY                 | MEDIA_TYPE_KEY             |
|                                | RESOURCE_                   | MEDIA_RESOURCE_KEY             | RESOURCE_KEY               |
|                                | ENTERPRISE_DATE             | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                                | INTERACTION_TYPE            | INTERACTION_TYPE_KEY           | INTERACTION_TYPE_KEY       |
|                                | INTERACTION_DESCRIPTOR      | INTERACTION_DESCRIPTOR_KEY     | INTERACTION_DESCRIPTOR_KEY |
|                                | CUSTOMER                    | CUSTOMER_KEY                   | CUSTOMER_KEY               |
|                                | USER_DATA                   | USER_DATA_KEY                  | USER_DATA_KEY              |
|                                | AUDIT_                      | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
|                                | USER_DATA_2                 | USER_DATA_2_KEY                | USER_DATA_2_KEY            |
|                                | TENANT                      | TENANT_KEY                     | TENANT_KEY                 |
|                                | TENANT_DATE                 | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY            |
|                                | TENANT_DATE                 | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                                | TIME_OF_DAY                 | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY            |
|                                | TIME_OF_DAY                 | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY            |
|                                | TIME_OF_DAY                 | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY            |
| R_INTERACTION_SEGMENT_FACT     | REQUESTED_SKILL_COMBINATION | REQUESTED_SKILL_KEY            | SKILL_COMBINATION_KEY      |
|                                | ENTERPRISE_DATE             | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY        |
|                                | TECHNICAL_DESCRIPTOR        | TECHNICAL_DESCRIPTOR_KEY       | TECHNICAL_DESCRIPTOR_KEY   |
|                                | AUDIT_                      | CREATE_AUDIT_KEY               | AUDIT_KEY                  |
|                                | RESOURCE_                   | RESOURCE_KEY                   | RESOURCE_KEY               |
|                                | STRATEGY                    | STRATEGY_KEY                   | STRATEGY_KEY               |
|                                | AUDIT_                      | UPDATE_AUDIT_KEY               | AUDIT_KEY                  |
|                                | TIME_OF_DAY                 | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY            |
|                                | TIME_OF_DAY                 | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY            |
|                                | RESOURCE_                   | MEDIA_RESOURCE_KEY             | RESOURCE_KEY               |
|                                | USER_DATA_2                 | USER_DATA_2_KEY                | USER_DATA_2_KEY            |
|                                | ENTERPRISE_DATE             | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                                | TENANT                      | TENANT_KEY                     | TENANT_KEY                 |
|                                | TENANT_DATE                 | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY            |
|                                | TENANT_DATE                 | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY            |
|                                | R_CHAT_SEG_FACT_EXT_OLD     | SEG_FACT_EXT_KEY               | CHAT_SEG_FACT_EXT_KEY      |
|                                | R_EMAIL_SEG_FACT_EXT_OLD    | SEG_FACT_EXT_KEY               | EMAIL_SEG_FACT_EXT_KEY     |
|                                | ENTERPRISE_DATE             | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY        |
|                                | ROUTING_TARGET              | ROUTING_TARGET_KEY             | ROUTING_TARGET_KEY         |
|                                | TIME_OF_DAY                 | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY            |
|                                | PLACE                       | PLACE_KEY                      | PLACE_KEY                  |
|                                | INTERACTION_TYPE            | INTERACTION_TYPE_KEY           | INTERACTION_TYPE_KEY       |
|                                | R_MMEDIA_SEG_FACT_EXT       | SEG_FACT_EXT_KEY               | MMEDIA_SEG_FACT_EXT_KEY    |
|                                | TENANT_DATE                 | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY            |



| Child Table                               | Parent Table   | Foreign Key  | Parent Key Columns   |
|---|--|--|--|
| R_INTERACTION_SEGMENT_FACT<br>(continued) | TIME_OF_DAY<br>CURRENCY<br>INTERACTION_DESCRIPTOR<br>MEDIA_TYPE<br>CUSTOMER<br>R_VOICE_SEG_FACT_EXT<br>REQUESTED_SKILL<br>USER_DATA  | GMT_TIME_OF_DAY_KEY<br>CURRENCY_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>MEDIA_TYPE_KEY<br>CUSTOMER_KEY<br>SEG_FACT_EXT_KEY<br>REQUESTED_SKILL_KEY<br>USER_DATA_KEY  | TIME_OF_DAY_KEY<br>CURRENCY_KEY<br>INTERACTION_DESCRIPTOR_KEY<br>MEDIA_TYPE_KEY<br>CUSTOMER_KEY<br>VOICE_SEG_FACT_EXT_KEY<br>SKILL_COMBINATION_KEY<br>USER_DATA_KEY  |
| R_PLACE_GROUP_FACT                        | PLACE<br>TENANT_DATE<br>AUDIT_<br>AUDIT_<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TENANT<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>TENANT_DATE<br>TENANT_DATE<br>GROUP_  | PLACE_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>TENANT_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>GROUP_KEY   | PLACE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>AUDIT_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>GROUP_KEY   |
| R_RECORD_TYPE_FACT                        | TENANT_DATE<br>TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>TIME_OF_DAY<br>CONTACT_INFO_TYPE<br>RECORD_TYPE<br>AUDIT_<br>ENTERPRISE_DATE<br>ENTERPRISE_DATE<br>CALLING_LIST<br>CAMPAIGN<br>AUDIT_<br>TENANT | GMT_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY<br>LOCAL_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>CONTACT_INFO_TYPE_KEY<br>RECORD_TYPE_KEY<br>UPDATE_AUDIT_KEY<br>LOCAL_ENTERPRISE_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>CALLING_LIST_KEY<br>CAMPAIGN_KEY<br>CREATE_AUDIT_KEY<br>TENANT_KEY | TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>CONTACT_INFO_TYPE_KEY<br>RECORD_TYPE_KEY<br>AUDIT_KEY<br>ENTERPRISE_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>CALLING_LIST_KEY<br>CAMPAIGN_KEY<br>AUDIT_KEY<br>TENANT_KEY |
| R_RESOURCE_GROUP_FACT                     | TENANT<br>ENTERPRISE_DATE<br>GROUP_<br>ENTERPRISE_DATE   | TENANT_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>GROUP_KEY<br>LOCAL_ENTERPRISE_DATE_KEY  | TENANT_KEY<br>ENTERPRISE_DATE_KEY<br>GROUP_KEY<br>ENTERPRISE_DATE_KEY  |

| Child Table                          | Parent Table    | Foreign Key                    | Parent Key Columns  |
|--------------------------------------|-----------------|--------------------------------|---------------------|
| R_RESOURCE_GROUP_FACT<br>(continued) | TENANT_DATE     | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | RESOURCE_       | RESOURCE_KEY                   | RESOURCE_KEY        |
|                                      | TIME_OF_DAY     | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY     |
|                                      | AUDIT_          | UPDATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | TIME_OF_DAY     | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY     |
|                                      | TIME_OF_DAY     | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY     |
|                                      | AUDIT_          | CREATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | TENANT_DATE     | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY     |
|                                      | TIME_OF_DAY     | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY     |
|                                      | TENANT_DATE     | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | ENTERPRISE_DATE | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY |
|                                      | PLACE           | PLACE_KEY                      | PLACE_KEY           |
|                                      | TENANT          | TENANT_KEY                     | TENANT_KEY          |
|                                      | TIME_OF_DAY     | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY     |
|                                      | AUDIT_          | CREATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | TIME_OF_DAY     | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY     |
|                                      | TIME_OF_DAY     | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY     |
|                                      | AUDIT_          | UPDATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | TIME_OF_DAY     | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY     |
|                                      | ENTERPRISE_DATE | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY |
|                                      | TENANT_DATE     | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | ENTERPRISE_DATE | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY |
|                                      | TENANT_DATE     | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY     |
|                                      | RESOURCE_       | QUEUE_RESOURCE_KEY             | RESOURCE_KEY        |
|                                      | ENTERPRISE_DATE | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY |
|                                      | RESOURCE_       | RESOURCE_KEY                   | RESOURCE_KEY        |
|                                      | MEDIA_TYPE      | MEDIA_TYPE_KEY                 | MEDIA_TYPE_KEY      |
|                                      | TENANT_DATE     | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | RESOURCE_       | MEDIA_RESOURCE_KEY             | RESOURCE_KEY        |
| R_RESOURCE_SKILL_FACT                | TENANT_DATE     | GMT_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | ENTERPRISE_DATE | GMT_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY |
|                                      | TIME_OF_DAY     | STD_ENTERPRISE_TIME_OF_DAY_KEY | TIME_OF_DAY_KEY     |
|                                      | ENTERPRISE_DATE | STD_ENTERPRISE_DATE_KEY        | ENTERPRISE_DATE_KEY |
|                                      | TENANT_DATE     | LOCAL_TENANT_DATE_KEY          | TENANT_DATE_KEY     |
|                                      | SKILL           | SKILL_KEY                      | SKILL_KEY           |
|                                      | TIME_OF_DAY     | GMT_TIME_OF_DAY_KEY            | TIME_OF_DAY_KEY     |
|                                      | TENANT          | TENANT_KEY                     | TENANT_KEY          |
|                                      | ENTERPRISE_DATE | LOCAL_ENTERPRISE_DATE_KEY      | ENTERPRISE_DATE_KEY |
|                                      | AUDIT_          | UPDATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | RESOURCE_       | RESOURCE_KEY                   | RESOURCE_KEY        |
|                                      | TENANT_DATE     | STD_TENANT_DATE_KEY            | TENANT_DATE_KEY     |
|                                      | TIME_OF_DAY     | LOCAL_TIME_OF_DAY_KEY          | TIME_OF_DAY_KEY     |
|                                      | AUDIT_          | CREATE_AUDIT_KEY               | AUDIT_KEY           |
|                                      | TIME_OF_DAY     | STD_TENANT_TIME_OF_DAY_KEY     | TIME_OF_DAY_KEY     |

| Child Table                  | Parent Table   | Foreign Key  | Parent Key Columns   |
|------------------------------|--|--|--|
| R_RESOURCE_STATE_FACT        | TIME_OF_DAY<br>TENANT_DATE<br>ENTERPRISE_DATE<br>AUDIT_<br>TIME_OF_DAY<br>AUDIT_<br>TENANT_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>PLACE<br>ENTERPRISE_DATE<br>RESOURCE_<br>TIME_OF_DAY<br>MEDIA_TYPE<br>TENANT<br>RESOURCE_STATE<br>ENTERPRISE_DATE                                       | LOCAL_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>STD_ENTERPRISE_DATE_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>CREATE_AUDIT_KEY<br>GMT_TENANT_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>LOCAL_TENANT_DATE_KEY<br>PLACE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY<br>LOCAL_ENTERPRISE_DATE_KEY  | TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY<br>AUDIT_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>PLACE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY<br>ENTERPRISE_DATE_KEY  |
| R_RESOURCE_STATE_REASON_FACT | TIME_OF_DAY<br>MEDIA_TYPE<br>PLACE<br>RESOURCE_STATE_REASON<br>RESOURCE_STATE<br>AUDIT_<br>RESOURCE_<br>AUDIT_<br>RESOURCE_<br>TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>TENANT_DATE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TENANT<br>ENTERPRISE_DATE | STD_TENANT_TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>PLACE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>UPDATE_AUDIT_KEY<br>RESOURCE_KEY<br>CREATE_AUDIT_KEY<br>MEDIA_RESOURCE_KEY<br>STD_TENANT_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>LOCAL_TENANT_DATE_KEY<br>LOCAL_TIME_OF_DAY_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>LOCAL_ENTERPRISE_DATE_KEY | TIME_OF_DAY_KEY<br>MEDIA_TYPE_KEY<br>PLACE_KEY<br>RESOURCE_STATE_REASON_KEY<br>RESOURCE_STATE_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>AUDIT_KEY<br>RESOURCE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>ENTERPRISE_DATE_KEY |
| SKILL                        | TENANT<br>AUDIT_<br>AUDIT_   | TENANT_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY   |
| SM_RES_SESSION_FACT          | TENANT_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>TIME_OF_DAY<br>RESOURCE_  | GMT_TENANT_DATE_KEY<br>GMT_TIME_OF_DAY_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>RESOURCE_KEY  | TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>TIME_OF_DAY_KEY<br>RESOURCE_KEY   |

| Child Table                     | Parent Table   | Foreign Key  | Parent Key Columns  |
|---------------------------------|--|--|---|
| SM_RES_SESSION_FACT (continued) | TENANT<br>MEDIA_TYPE<br>RESOURCE_GROUP_COMBINATION<br><br>DATE_TIME<br>AUDIT_<br>DATE_TIME<br>ENTERPRISE_DATE<br>TENANT_DATE<br>AUDIT_<br>TIME_OF_DAY  | TENANT_KEY<br>MEDIA_TYPE_KEY<br>RESOURCE_GROUP_COMBINATION_KEY<br><br>STD_TENANT_START_DATE_TIME_KEY<br>UPDATE_AUDIT_KEY<br>STD_TENANT_END_DATE_TIME_KEY<br>STD_ENTERPRISE_DATE_KEY<br>STD_TENANT_DATE_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_TIME_OF_DAY_KEY   | TENANT_KEY<br>MEDIA_TYPE_KEY<br>GROUP_COMBINATION_KEY<br><br>DATE_TIME_KEY<br>AUDIT_KEY<br>DATE_TIME_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>AUDIT_KEY<br>TIME_OF_DAY_KEY  |
| SM_RES_STATE_FACT               | TIME_OF_DAY<br>TENANT_DATE<br>TIME_OF_DAY<br>ENTERPRISE_DATE<br>SM_RES_SESSION_FACT<br>DATE_TIME<br>AUDIT_<br>DATE_TIME<br><br>AUDIT_<br>RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br><br>TENANT_DATE<br>ENTERPRISE_DATE<br>RESOURCE_<br>MEDIA_TYPE<br>TIME_OF_DAY<br>TENANT<br>RESOURCE_STATE | GMT_TIME_OF_DAY_KEY<br>STD_TENANT_DATE_KEY<br>STD_TENANT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_DATE_KEY<br>SM_RES_SESSION_FACT_KEY<br>STD_TENANT_END_DATE_TIME_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_START_DATE_TIME_KEY<br><br>UPDATE_AUDIT_KEY<br>PRIMARY_MEDIA_RESOURCE_KEY<br>RESOURCE_GROUP_COMBINATION_KEY<br><br>GMT_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>MEDIA_TYPE_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY | TIME_OF_DAY_KEY<br>TENANT_DATE_KEY<br>TIME_OF_DAY_KEY<br>ENTERPRISE_DATE_KEY<br>SM_RES_SESSION_FACT_KEY<br>DATE_TIME_KEY<br>AUDIT_KEY<br>DATE_TIME_KEY<br><br>AUDIT_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br><br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>RESOURCE_KEY<br>MEDIA_TYPE_KEY<br>TIME_OF_DAY_KEY<br>TENANT_KEY<br>RESOURCE_STATE_KEY |
| SM_RES_STATE_REASON_FACT        | ENTERPRISE_DATE<br>TENANT_DATE<br>TENANT_DATE<br>ENTERPRISE_DATE<br>TENANT<br>SM_RES_STATE_FACT<br>AUDIT_<br>DATE_TIME<br><br>AUDIT_<br>RESOURCE_<br>RESOURCE_GROUP_COMBINATION<br><br>DATE_TIME<br>SM_RES_SESSION_FACT  | STD_ENTERPRISE_DATE_KEY<br>GMT_TENANT_DATE_KEY<br>STD_TENANT_DATE_KEY<br>GMT_ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>SM_RES_STATE_FACT_KEY<br>CREATE_AUDIT_KEY<br>STD_TENANT_START_DATE_TIME_KEY<br><br>UPDATE_AUDIT_KEY<br>PRIMARY_MEDIA_RESOURCE_KEY<br>RESOURCE_GROUP_COMBINATION_KEY<br><br>STD_TENANT_END_DATE_TIME_KEY<br>SM_RES_SESSION_FACT_KEY   | ENTERPRISE_DATE_KEY<br>TENANT_DATE_KEY<br>TENANT_DATE_KEY<br>ENTERPRISE_DATE_KEY<br>TENANT_KEY<br>SM_RES_STATE_FACT_KEY<br>AUDIT_KEY<br>DATE_TIME_KEY<br><br>AUDIT_KEY<br>RESOURCE_KEY<br>GROUP_COMBINATION_KEY<br><br>DATE_TIME_KEY<br>SM_RES_SESSION_FACT_KEY   |

| Child Table                             | Parent Table  | Foreign Key  | Parent Key Columns   |
|---|---|--|--|
| SM_RES_STATE_REASON_FACT<br>(continued) | TIME_OF_DAY<br>RESOURCE_STATE<br>RESOURCE_STATE_REASON<br>MEDIA_TYPE<br>TIME_OF_DAY<br>TIME_OF_DAY<br>RESOURCE_ | STD_TENANT_TIME_OF_DAY_KEY<br>RESOURCE_STATE_KEY<br>RESOURCE_STATE_REASON_KEY<br>MEDIA_TYPE_KEY<br>GMT_TIME_OF_DAY_KEY<br>STD_ENTERPRISE_TIME_OF_DAY_KEY<br>RESOURCE_KEY | TIME_OF_DAY_KEY<br>RESOURCE_STATE_KEY<br>RESOURCE_STATE_REASON_KEY<br>MEDIA_TYPE_KEY<br>TIME_OF_DAY_KEY<br>TIME_OF_DAY_KEY<br>RESOURCE_KEY |
| STOP_ACTION                             | TENANT  | TENANT_KEY   | TENANT_KEY   |
| STRATEGY                                | AUDIT_<br>TENANT<br>AUDIT_  | CREATE_AUDIT_KEY<br>TENANT_KEY<br>UPDATE_AUDIT_KEY   | AUDIT_KEY<br>TENANT_KEY<br>AUDIT_KEY   |
| TECHNICAL_DESCRIPTOR                    | AUDIT_<br>AUDIT_  | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY   |
| TENANT                                  | AUDIT_<br>AUDIT_  | CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY   |
| TENANT_DATE                             | TENANT<br>AUDIT_<br>AUDIT_  | TENANT_KEY<br>UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY   |
| TIME_OF_DAY                             | AUDIT_<br>AUDIT_  | UPDATE_AUDIT_KEY<br>CREATE_AUDIT_KEY   | AUDIT_KEY<br>AUDIT_KEY   |
| TIME_RANGE                              | TENANT  | TENANT_KEY   | TENANT_KEY   |
| TIME_ZONE                               | TENANT  | TENANT_KEY   | TENANT_KEY   |
| USER_DATA                               | TENANT<br>AUDIT_<br>AUDIT_  | TENANT_KEY<br>CREATE_AUDIT_KEY<br>UPDATE_AUDIT_KEY   | TENANT_KEY<br>AUDIT_KEY<br>AUDIT_KEY   |
| USER_DATA_2                             | TENANT  | TENANT_KEY   | TENANT_KEY   |

## Chapter 6: Info Mart Indexes

| Table                       | Code             | U | Description text   |
|-----------------------------|------------------|---|--|
| AG_AGENT_VOICE_IXN_HOUR     | IDX_AVIH_1       | X | Improves access time based on Tenant, Standard Tenant Time Span, Resource and Media Resource.  |
| AG_SKILL_GROUP_ABN_HOUR     | IDX_SGAH_1       | X | Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination and Tenant.                                  |
| AG_SKILL_GROUP_HOUR         | IDX_SGH_1        | X | Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination, Media Type, Interaction Type and Tenant.    |
| AG_SKILL_RESOURCE_ABN_HOUR  | IDX_SRAH_1       | X | Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination and Tenant.                               |
| AG_SKILL_RESOURCE_HOUR      | IDX_SRH_1        | X | Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination, Media Type, Interaction Type and Tenant. |
| AG_SKILL_VOICE_INB_IXN_HOUR | IDX_SVIH_1       | X | Improves access time based on Tenant, Standard Tenant Time Span and Requested Skill Combination.   |
| AG_STATE_REASON_VOICE_HOUR  | IDX_SRVH_1       | X | Improves access time based on Tenant, Standard Tenant Time Span, Resource, Media Resource, Resource State and Resource State Reason.     |
| CALLING_LIST_METRIC_FACT    | CLMF2TNT_FK      |   | Improves access time based on Tenant.  |
|                             | CLMF2TDTS_FK     |   | Improves access time based on Tenant Date (tenant standard time zone).   |
| CALLING_LIST_TO_CAMP_FACT   | CLCM2TNT_FK      |   | Improves access time based on Tenant.  |
|                             | CLCM2TDTS_FK     |   | Improves access time based on Tenant Date (tenant standard time zone).   |
| CAMPAIGN_GROUP_SESSION_FACT | CGSEF2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone).   |
|                             | CGSEF2TNT_FK     |   | Improves access time based on Tenant.  |
| CAMPAIGN_GROUP_STATE_FACT   | IDX_CGSTF_CGSF   |   | Improves access time based on the Campaign Group Session Fact Key.   |
|                             | CGSTF2TDTS_FK    |   | Improves access time based on Tenant Date (tenant standard time zone).   |
|                             | CGSTF2TNT_FK     |   | Improves access time based on Tenant.  |
| CONTACT_ATTEMPT_FACT        | IDX_CAF_CGSF     |   | Improves access time based on the Campaign Group Session Fact Key.   |
|                             | CAF2TDTS_FK      |   | Improves access time based on Tenant Date (tenant standard time zone).   |
|                             | IDX_CAF_INT_ID   |   | Improves access time based on Interaction ID.  |
|                             | CAF2TNT_FK       |   | Improves access time based on Tenant.  |
| DATE_TIME                   | IDX_DT_NEXT30    |   | Improves access time based on the next 30-minute key.  |
|                             | IDX_DT_30_INT    |   | Improves access time based on the 30-minute key, the next 30-minute key, and the primary key.  |
|                             | IDX_DT_NEXT      |   | Improves access time based on the key of the next record.  |
|                             | IDX_DT_CAL_DATE  |   | Improves access time based on the calendar date.   |
|                             | IDX_DT_MONTH_INT |   | Improves access time based on the month key, the next month key, and the primary key.  |
|                             | IDX_DT_HOUR_INT  |   | Improves access time based on the hour key, the next hour key, and the primary key.  |
|                             | IDX_DT_DAY_INT   |   | Improves access time based on the day key, the next day key, and the primary key.  |
|                             | IDX_DT_30        |   | Improves access time based on a 30-minute key.   |
|                             | IDX_DT_DAY_NUM   |   | Improves access time based on the predefined running day number.   |
| DT_DND_FACT                 | DND2TDTS_FK      |   | Improves access time based on Tenant Date (tenant standard time zone).   |
|                             | DND2TNT_FK       |   | Improves access time based on Tenant.  |

| Table                     | Code  | U | Description text  |
|---------------------------|---|---|---|
| DT_RES_STATE_FACT         | DRESF2TDTS_FK<br>DRESF2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| DT_RES_STATE_REASON_FACT  | DRSRF2TDTS_FK<br>IDX_DRSRF_ST_TOD<br>DRSRF2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Standard Tenant Time Of Day.<br>Improves access time based on Tenant.   |
| GROUP_                    | IDX_GRP_CFG_DBID  |   | Improves access time based on configuration object DBID and type.   |
| GROUP_TO_CAMPAIGN_FACT    | GPCM2TDTS_FK<br>GPCM2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| GVP_CALL_FACT             | GCF2TNT_FK<br>GCF2TDTS_FK<br>IDX_GCF_INT  |   | Improves access time based on Tenant.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Interaction ID.  |
| GVP_SUBCALL_FACT          | GSCF2TDTS_FK<br>GSCF2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| INTERACTION_FACT          | IDX_INT_ST_TOD<br>IDX_INT_EXT<br>IXN2TNT_FK<br>IXN2TDTS_FK<br>IDX_INT_RQSK<br>IDX_INT_IT                          |   | Improves access time based on Standard Tenant Time Of Day.<br>Improves access time based on the media-specific fact extension table.<br>Improves access time based on Tenant.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Requested Skill or Requested Skill Combination.<br>Improves access time based on INTERACTION_TYPE.   |
| INTERACTION_RESOURCE_FACT | IDX_IRF_DTM<br><br>IDX_IRF_RC<br>IDX_IRF_RU<br>IDX_IRF_AGGR<br><br>IDX_IRF_SDTI<br><br>IDX_IRF_EXT<br>IDX_IRF_INT |   | Improves access time based on Tenant Start Date Time (tenant standard time zone) for mediation.<br><br>Used by the aggregation process to determine changed data.<br>Used by the aggregation process to determine changed data.<br>Improves access time based on the primary dimensions needed to facilitate aggregation.<br>Improves access time based on Tenant Start Date Time (tenant standard time zone).<br>Improves access time based on the media-specific fact extension table.<br>Improves access time based on Interaction ID. |
| INTERACTION_SEGMENT_FACT  | IDX_ISF_INT_ID<br>SEG2TDTS_FK<br>IDX_ISF_RES<br>IDX_ISF_MSIG<br>IDX_ISF_EXT                                       |   | Improves access time based on the Interaction ID.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Resource.<br>Improves access time based on MEDIA_SERVER_IXN_GUID.<br>Improves access time based on the media specific fact extension table.  |
| IXN_RESOURCE_STATE_FACT   | IDX_IRSF_AGGR<br><br>IDX_IRSF_RC<br>IDX_IRSF_IRF  |   | Improves access time based on the primary dimensions needed to facilitate aggregation.<br><br>Used by the aggregation process to determine changed data.<br>Improves access time based on Interaction Resource ID.  |
| MEDIATION_SEGMENT_FACT    | MSS2TNT_FK<br>MSS2TDTS_FK<br>IDX_MSF_RC<br>IDX_MSF_IRF  |   | Improves access time based on Tenant.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Used by the aggregation process to determine changed data.<br>Improves access time based on Target Interaction Resource ID.  |

| Table                              | Code  | U | Description text  |
|------------------------------------|---|---|---|
| MEDIATION_SEGMENT_FACT (continued) | IDX_MS_INT<br>IDX_MSF_DT  |   | Improves access time based on Interaction ID.<br>Improves access time based on DATE_TIME (tenant standard time zone).   |
| PLACE_GROUP_FACT                   | PGRP2TNT_FK<br>PGRP2TDTS_FK   |   | Improves access time based on Tenant.<br>Improves access time based on Tenant Date (tenant standard time zone).   |
| RESOURCE_                          | IDX_RES_TYPE_CODE<br>IDX_RES_CFG_DBID   |   | Improves access based on the code for the resource type.<br>Improves access time based on configuration object DBID and type.   |
| RESOURCE_GROUP_COMBINATION         | IDX_RGC_GRP   |   | Improves access time based on group key.  |
| RESOURCE_GROUP_FACT                | IDX_RGF_ST_ST<br>IDX_RGF_ST_ET<br>RGRP2TDTS_FK<br>RGRP2TNT_FK<br>IDX_RGF_RES<br>IDX_RGF_GRP |   | Improves access time based on Standard Tenant Start Time.<br>Improves access time based on Standard Tenant End Time.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.<br>Improves access time based on Resource.<br>Improves access time based on Group.                                    |
| RESOURCE_SESSION_FACT              | RSES2TDTS_FK<br>RSES2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| RESOURCE_SKILL_FACT                | RSKL2TDTS_FK<br>RSKL2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| RESOURCE_STATE_FACT                | RESF2TDTS_FK<br>RESF2TNT_FK   |   | Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| RESOURCE_STATE_REASON_FACT         | IDX_RSRF_ST_TOD<br>RSRF2TDTS_FK<br>RSRF2TNT_FK  |   | Improves access time based on Standard Tenant Time Of Day.<br>Improves access time based on Tenant Date (tenant standard time zone).<br>Improves access time based on Tenant.   |
| SM_RES_SESSION_FACT                | IDX_SRSES_MT<br>IDX_SRSES_RES<br>IDX_SRSES_DTI<br><br>SRSES2TNT_FK<br>SRSES2TDTS_FK         |   | Improves access based on the media type.<br>Improves access based on the resource.<br><br>Improves access based on the DATE_TIME keys for the calendar dates and 15-minute intervals when the summarized resource session began and ended.<br>Improves access time based on Tenant.<br>Improves access time based on Tenant Date (tenant standard time zone). |
| SM_RES_STATE_FACT                  | SRESF2TDTS_FK<br>IDX_SRST_IRF_UPD<br><br>IDX_SRST_SDTI<br><br>IDX_SRST_AGGR                 |   | Improves access time based on Resource, Resource State, and start/end times (tenant standard time zone).<br><br>Improves access time based on Tenant Start Date Time (tenant standard time zone).<br><br>Improves access time based on the primary dimensions needed to facilitate aggregation.   |
| SM_RES_STATE_REASON_FACT           | SRSR2TDTS_FK<br>IDX_SM_RSR_RC<br>IDX_SRSTR_SDTI<br><br>IDX_SRSTR_AGGR                       |   | Used by the aggregation process to determine changed data.<br>Improves access time based on Tenant Start Date Time (tenant standard time zone).<br><br>Improves access time based on the primary dimensions needed to facilitate aggregation.   |
| TENANT_DATE                        | IDX_TD_CYMDN  |   | Improves access time based on the date in YYYYMMDD format.  |



# Appendix

This appendix lists the permissible values for three columns of the CALL\_RESULT and RESOURCE\_ tables.

## CALL\_RESULT. CALL\_RESULT

None  
Abandoned  
Agent CallBack Error  
All Trunks Busy  
Answer  
Answering Machine Detected  
Bridge  
Busy  
Call Drop Error  
Cancel Record  
Cleared  
Conferenced  
Consult  
Converse-On  
Covered  
Deafened  
Dial Error  
Do Not Call  
Dropped  
Dropped On No Answer  
Fax Detected  
Forwarded  
General Error  
Group CallBack Error  
Held  
No Answer  
No Dial Tone  
No Established Detected  
No Port Available  
No Progress  
No RingBack Tone  
NU Tone  
Ok  
Overflowed  
Pager Detected  
Picked  
Queue Full  
Redirected  
Remote Release  
Silence  
SIT Detected  
SIT IC (Intercept)  
SIT Invalid Number  
SIT NC (No Circuit)  
SIT RO (Reorder)  
SIT Unknown Call State  
SIT VC (Vacant Code)  
Stale  
Switch Error  
System Error  
Transfer Error  
Transferred  
Unknown Call Result  
Wrong Number  
Wrong Party

## CALL\_RESULT. CALL\_RESULT\_CODE

NONE  
ABANDONED  
AGENT\_CALLBACK\_ERROR  
ALL\_TRUNKS\_BUSY  
ANSWER  
ANSWERING\_MACHINE\_DETECTED  
BRIDGE  
BUSY  
CALL\_DROP\_ERROR  
CANCEL\_RECORD  
CLEARED  
CONFERENCED  
CONSULT  
CONVERSE\_ON  
COVERED  
DEAFENED  
DIAL\_ERROR  
DO\_NOT\_CALL  
DROPPED  
DROPPED\_ON\_NO\_ANSWER  
FAX\_DETECTED  
FORWARDED  
GENERAL\_ERROR  
GROUP\_CALLBACK\_ERROR  
HELD  
NO\_ANSWER  
NO\_DIAL\_TONE  
NO\_ESTABLISHED\_DETECTED  
NO\_PORT\_AVAILABLE  
NO\_PROGRESS  
NO\_RINGBACK\_TONE  
NU\_TONE  
OK  
OVERFLOWED  
PAGER\_DETECTED  
PICKED  
QUEUE\_FULL  
REDIRECTED  
REMOTE\_RELEASE  
SILENCE  
SIT\_DETECTED  
SIT\_IC  
SIT\_INVALID\_NUMBER  
SIT\_NC  
SIT\_RO  
SIT\_UNKNOWN\_CALL\_STATE  
SIT\_VC  
STALE  
SWITCH\_ERROR  
SYSTEM\_ERROR  
TRANSFER\_ERROR  
TRANSFERRED  
UNKNOWN\_CALL\_RESULT  
WRONG\_NUMBER  
WRONG\_PARTY

## RESOURCE\_ RESOURCE\_SUBTYPE

Unknown  
Agent  
ACDQueue  
VirtualQueue  
InteractionQueue  
InteractionWorkBin  
RoutingPoint  
VirtualRoutingPoint  
ExternalRoutingPoint  
ServiceNumber  
RoutingQueue  
RoutingStrategy  
RoutingStrategy  
UnknownDNType  
Extension  
ACDPosition  
ACDQueue  
RoutingPoint  
VirtualQueue  
VirtualRoutingPoint  
VoiceTreatmentPort  
VoiceMail  
CallProcessingPort  
FAX  
Modem  
MusicPort  
Trunk  
TrunkGroup  
TieLine  
TieLineGroup  
Mixed  
ExternalRoutingPoint  
NetworkDestination  
ServiceNumber  
Routing Queue  
CommunicationDN  
E-mailAddress  
VoiceOverIPPort  
VideoOverIPPort  
Chat  
CoBrowse  
VoiceOverIP  
Service  
Workflow  
AccessResource  
UnknownDNType  
Extension  
ACDPosition  
VoiceTreatmentPort  
VoiceMail  
MobileStation  
CallProcessing Port  
FAX  
Modem  
MusicPort  
Trunk  
TrunkGroup  
TieLine  
TieLineGroup  
Mixed  
NetworkDestination  
ServiceNumber  
CommunicationDN  
E-mailAddress  
VoiceOverIPPort  
VideoOverIPPort  
Chat  
CoBrowse  
VoiceOverIP  
Service  
Workflow  
AccessResource  
UnknownDNType  
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