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Genesys Info Mart Database Compatibility Reference

Genesys Info Mart 8.1.0

12/29/2021

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Genesys Info Mart Database Compatibility Reference



Purpose: To provide guidelines for mapping Info Mart 7.6 database SQL queries for use with an Info Mart 8.x database.

Preface

Welcome to the *Genesys Info Mart Database Compatibility Reference*.

This addendum to Genesys Info Mart Reference Manual is provided as wiki pages and includes compatibility information for database tables and fields that existed in the Genesys Info Mart database schema in release 7.6. This document is intended to help you identify any adjustments you need to make to your existing Info Mart 7.6 database SQL queries for use with Info Mart 8.x database. This document does not describe completely the new additions to the database schema resulting from any functional enhancements in release 8.x.

This information is valid for the initial 8.1.0 release of Genesys Info Mart. To make this document useful for the 8.0.x releases of Genesys Info Mart, any differences in the database schema between 8.0.x and 8.1.0 releases are noted.

Guidelines to Understanding Information in this Document

The information about database compatibility is intended to help you with:

- Understanding changes in Genesys Info Mart between releases 7.6 and 8.x at the database schema level from the perspective of backward compatibility.
- Finding which tables and fields are obsolete and whether any replacement data is available in the 8.x schema.
- Re-targeting your existing SQL queries towards new, 8.x fields.

The [Database Schema Changes Overview](#) provides a high-level summary of changes in the Info Mart database schema. More detailed information is provided for those tables that underwent significant changes.

The following Type of Change notation is used for the tables for which the changes are documented at the database column level:

- **No Change** when the column has not changed between releases 7.6 and 8.x.
- **Retired** when no replacement column is provided in the 8.x schema.

- **Moved** when the same column has been placed into another table, either new or previously existent.
- **Replaced** when the data that the column provided is now available in another column, either new or previously existent, or through calculations.
- **Changed** when the column has changed in any other way. For example, the list of available values may have been modified (value changed), or the same data is presented in a different format (format changed), or the column name and location remains the same, but the data stored in the column has been enhanced or modified (meaning changed).

For a conceptual understanding of architecture and functionality provided in release 8.x of Genesys Info Mart, refer to other documents available for Genesys Info Mart 8.0 and/or 8.1.

Intended Audience

This guide is primarily intended for Genesys Info Mart 7.6 customers who are considering deployment of the 8.x release of Genesys Info Mart, and who have previously developed custom queries against the Info Mart 7.6 database schema.

This guide assumes that you have a basic understanding of:

- Computer-Telephony Integration (CTI) concepts, processes, terminology, and applications.
- RDBMSs (relational database management systems)
- SQL (Structured Query Language)
- Your existing custom queries and reporting needs.

Info Mart 7.6 Tables

It is recommended that you review [Database Schema Changes Overview](#) prior to reading about changes at a table level.

Note: An asterisk (*) in a table name stands for an aggregation level such as SUBHR, HOUR, DAY, or MONTH.

AG2_INB_V_AGENT_QUEUE *
AG2_INB_V_IXN_AGENT_GRP *
AG2_INB_V_IXN_AGENT *
AG2_INB_V_IXN_ID *
AG2_INB_V_I_IXN_AGENT *
AG2_INB_V_I_SESS_STATE *
AG2_INB_V_I_STATE_RSN *
AG2_INB_V_QUEUE_ABN *
AG2_INB_V_QUEUE_ANS *
AG2_INB_V_QUEUE_GRP *
AG2_INB_V_QUEUE *
AG2_OUT_V_IXN_AGENT_GRP *
AG2_OUT_V_IXN_AGENT *
AGGREGATE_CTRL *

AG_AGENT_VOICE_IYN *
AG_SKILL_GROUP_ABN *
AG_SKILL_GROUP *
AG_SKILL_RESOURCE_ABN *
AG_SKILL_RESOURCE *
AG_SKILL_VOICE_INB_IYN *
AG_STATE_REASON_VOICE *
AUDIT
CALLING_LIST
CALLING_LIST_METRIC_FACT
CALLING_LIST_TO_CAMP_FACT
CALL_RESULT
CAMPAIGN
CAMPAIGN_GROUP_SESSION_FACT
CAMPAIGN_GROUP_STATE
CAMPAIGN_GROUP_STATE_FACT
CONTACT_ATTEMPT_FACT
CONTACT_INFO_TYPE
CURRENCY
CUSTOMER
DATA_MIGRATION
DATE_TIME
DIALING_MODE
DT_DND_FACT
DT_RES_STATE_FACT
DT_RES_STATE_REASON_FACT
ENTERPRISE_DATE
ENTERPRISE_MONTH
GROUP
GROUP_TO_CAMPAIN_FACT
GVP_APPLICATION
GVP_CALL_FACT
GVP_SUBCALL_FACT
GVP_SUBCALL_FLOW
GVP_VOICE_MEDIA_SERVER
GVP_WEB_APPL_SERVER
INTERACTION_DESCRIPTOR
INTERACTION_FACT
INTERACTION_RESOURCE_FACT
INTERACTION_RESOURCE_STATE
INTERACTION_SEGMENT_FACT
INTERACTION_TYPE
IXN_RESOURCE_STATE_FACT
MEDIA_TYPE
MEDIATION_SEGMENT_FACT
MMEDIA_IYN_FACT_EXT
MMEDIA_SEG_FACT_EXT
PLACE
PLACE_GROUP_FACT
RECORD_FIELD_GROUP_1
RECORD_FIELD_GROUP_2
RECORD_STATUS
RECORD_TYPE
REQUESTED_SKILL

REQUESTED_SKILL_COMBINATION
RESOURCE
RESOURCE_GROUP_COMBINATION
RESOURCE_GROUP_FACT
RESOURCE_SESSION_FACT
RESOURCE_SKILL_FACT
RESOURCE_STATE
RESOURCE_STATE_FACT
RESOURCE_STATE_REASON
RESOURCE_STATE_REASON_FACT
ROUTING_TARGET
SCHEMA_INFO
SKILL
SM_RES_STATE_FACT
SM_RES_STATE_REASON_FACT
SM_RES_SESSION_FACT
STOP_ACTION
STRATEGY
TECHNICAL_DESCRIPTOR
TENANT
TENANT_DATE
TIME_OF_DAY
TIME_RANGE
TIME_ZONE
USER_DATA
USER_DATA_2
VOICE_I_XN_FACT_EXT
VOICE_RES_FACT_EXT
VOICE_SEG_FACT_EXT

Related Documentation Resources

For additional information about Genesys Info Mart 8 features and database schema descriptions for releases 7.6, 8.0, and 8.1, see the following Genesys Info Mart documentation.

Release 8.1



Genesys Info Mart 8.1 Deployment Guide

This document provides information about architecture, configuration requirements, and installation steps for Genesys Info Mart and the Genesys Info Mart Administration Console. This guide also provides in-depth information about data processing, maintenance, and purging.



Genesys Info Mart 8.1 Oracle Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Oracle RDBMS.



Genesys Info Mart 8.1 Microsoft SQL Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Microsoft SQL RDBMS.

If you have used the Info Mart 7.6 aggregates, see also the documentation for Reporting and Analytics Aggregates (RAA) 8.1:



Reporting and Analytics Aggregates 8.1 Deployment Guide

This document describes how to deploy the RAA package provided with Genesys Info Mart 8.1.



Reporting and Analytics Aggregates 8.1 Reference Manual

This document describes the aggregate tables that are available to Genesys Info Mart 8.1 customers with deployment of RAA 8.1.



Reporting and Analytics Aggregates 8.1 User's Guide

This document describes the aggregation process, provides the aggregation hierarchies, and explains how to enable aggregation of user data.



Genesys Migration Guide

The Genesys Info Mart 8.x part of the guide provides the procedure for migrating the Info Mart 7.6 aggregate data into the RAA 8.1 database schema.

Release 8.0



Genesys Info Mart 8.0 Deployment Guide

Part One of this document describes the functionality provided in release 8.0 of Genesys Info Mart and highlights the deployment considerations.



Genesys Info Mart 8.0 Oracle Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 8.0 star schemas for your Oracle RDBMS.



Genesys Info Mart 8.0 Microsoft SQL Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 8.0 star schemas for your Microsoft SQL RDBMS.

If you have used the Info Mart 7.6 aggregates, see also the documentation for Reporting and

Analytics Aggregates (RAA) 8.0:



Reporting and Analytics Aggregates 8.0 Deployment Guide

This document describes how to deploy the RAA package provided with Genesys Info Mart 8.0.



Reporting and Analytics Aggregates 8.0 Reference Manual

This document describes the aggregate tables that are available to Genesys Info Mart 8.0 customers with deployment of RAA 8.0.



Reporting and Analytics Aggregates 8.0 User's Guide

This document describes the aggregation process, provides the aggregation hierarchies, and explains how to enable aggregation of user data.

Release 7.6



Genesys Info Mart 7.6 Oracle Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 7.6 star schemas for your Oracle RDBMS.



Genesys Info Mart 7.6 Microsoft SQL Reference Manual

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 7.6 star schemas for your Microsoft SQL RDBMS.

<categorytree mode="all">Genesys Info Mart Database Compatibility Reference|</categorytree>

Database Schema Changes Overview



Purpose: To provide a high-level description of changes in the Info Mart 8.x schema.

Genesys Info Mart release 8.x brings a number of architectural and functional changes that affect the Info Mart database schema.

Simplified Database Model

The lowest level of data details that Genesys Info Mart provides in release 8.x is better aligned with Interaction Concentrator model. The GIDB (Global Interaction Database) within the Genesys Info Mart database schema represents a subset of Interaction Database (IDB) tables and stores data from any number of IDBs, consolidating data from multiple IDBs in one database instance.

The Info Mart schema no longer includes the following fact tables for storing segment-based data:

- INTERACTION_SEGMENT_FACT
- VOICE_SEG_FACT_EXT
- MMEDIA_SEG_FACT_EXT

The Info Mart schema no longer includes the following fact extension tables because the INTERACTION_FACT table now includes the necessary fields that store both voice and multimedia data:

- VOICE_IXN_FACT_EXT
- MMEDIA_IXN_FACT_EXT

A number of columns have been removed from the following tables--either as obsolete or because other fields (new or existing) provide the same type of data:

- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT (IRF)
- MEDIATION_SEGMENT_FACT (MSF)

Obsolete Intraday and Historical Tables and Views

Intraday tables are no longer separated from their corresponding historical fact tables. Instead, the ETL (extraction, transformation, and loading) process stores data directly into a single set of fact tables from which the data is available for both historical and near real-time reporting. All the intraday fact tables (whose names started with the prefix R_) have been removed from the Info Mart 8.x schema.

In line with this change, Genesys Info Mart 8.x provides no separate intraday (R_*), historical (H_*), or blended fact views.

Agent Activity Details

The following tables have been removed, because GIDB tables now provide similar low-level details on agent activity:

- [DT_DND_FACT](#)
- [DT_RES_STATE_FACT](#)
- [DT_RES_STATE_REASON_FACT](#)

The Info Mart schema no longer includes the following fact tables:

- [RESOURCE_SESSION_FACT](#)
- [RESOURCE_STATE_FACT](#)
- [RESOURCE_STATE_REASON_FACT](#)

Instead, summary (SM_*) tables provide summarized login session data, agent state data, and agent state reason data for each agent resource. Calculation of the agent summarized state is made according to a new, deterministic model. Genesys Info Mart release 8.x stores a single reason code at a time in the SM_RES_STATE_REASON_FACT table, which is different from release 7.6. Refer to *Genesys Info Mart 8.0 User's Guide* for more details about agent data processing.

Changes to Aggregation Tables

The Info Mart schema no longer includes aggregation tables, by default. Aggregation tables that start with AG2_* are now available, under new names, with either Genesys Interactive Insights (GI2) reports or Reporting and Analytics Aggregates (RAA) package. Support for aggregation tables that start with AG_* is discontinued in release 8.0.

- For the complete list of aggregation tables that were preserved in release 8.x, see [Aggregation Tables](#).
- For the complete list of aggregation tables that were retired in release 8.x, see [Obsolete Tables](#).

Changes to Audit Information

The AUDIT_ table in the Info Mart schema has been replaced with an administrative control table, CTL_AUDIT_LOG. As a result, the following two fields, which remain present in fact and dimension tables, point now to records in the new audit table:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY

Furthermore, the following two fields have been removed from all fact, dimension, and aggregate tables because the data is provided in the CTL_AUDIT_LOG table:

- GMT_ROW_CREATED_TIME (**Note:** To obtain this value, use CTL_AUDIT_LOG.CREATED WHERE AUDIT_LOG_KEY=CREATE_AUDIT_KEY)
- GMT_ROW_UPDATED_TIME (**Note:** To obtain this value, use CTL_AUDIT_LOG.CREATED WHERE AUDIT_LOG_KEY=UPDATE_AUDIT_KEY)

DATE_TIME Dimension Improvements

The date and time model has been simplified by reducing both the number of predefined date and time related tables in the schema and the number of date and time related fields in the fact tables. At the same time, release 8.x provides flexibility in the creation of custom DATE_TIME dimension tables.

For more information, see [Changes to Time-Related Tables and Fields](#).

Outbound Contact Details Processing

The number of columns in the [CONTACT_ATTEMPT_FACT](#) table has been reduced.

A number of 7.6 tables that stored Outbound Contact details have been replaced with views, which provide the same level of detail, based on data in GIDB tables. For a complete list, see [Tables Replaced with Views](#).

Multimedia Data Storage

As mentioned in the [Simplified Database Model](#) section, the [MMEDIA_IYN_FACT_EXT](#) and [MMEDIA_SEG_FACT_EXT](#) tables have been removed from the Info Mart schema. Instead, the [INTERACTION_RESOURCE_FACT](#), [IYN_RESOURCE_STATE_FACT](#), and [MEDIATION_SEGMENT_FACT](#) tables now store multimedia data in the same fields as those that are used for voice data.

Special GIDB tables (with the suffix *_MM) store low-level details for Genesys eServices/Multimedia and 3rd Party Media interactions.

The [STOP_ACTION](#) table, that stored the reasons for a multimedia interaction to be stopped, has been removed from the schema.

User Data Handling

The mechanism for processing and storing user data has been improved to allow flexibility and to accommodate any number and type of user data that is captured in a contact center environment. As a consequence, the following tables have been removed from the schema:

- [USER_DATA](#)
- [USER_DATA_2](#)

For more information, see [Changes to User Data Tables and Fields](#).

Purging

The purging logic has been modified. While with Genesys Info Mart release 7.6, data could be either removed entirely or flagged for deletion, release 8.x implementation supports data removal only. In 8.x, purging is performed in accordance with configurable data retention policies for the various types of data. As a consequence, the [PURGE_FLAG](#) field is not populated in any table, although it is retained in the schema as a reserved field in some fact tables.

Obsolete Views

While both single-tenant deployment applications and multi-tenant deployment service-provider applications are still advised to query dimension and fact data from the read-only views, the read-only views on all the dimensions and facts are no longer provided for a single-tenant environment. Instead, a set of views can be created by using the `make_gim_view_for_tenant.sql` script.

Additionally, the following views have been removed from the Info Mart schema as obsolete:

- `CHAT_IXN_FACT_EXT` and `R_CHAT_IXN_FACT_EXT`
- `CHAT_SEG_FACT_EXT` and `R_CHAT_SEG_FACT_EXT`
- `EMAIL_IXN_FACT_EXT` and `R_EMAIL_IXN_FACT_EXT`
- `EMAIL_SEG_FACT_EXT` and `R_EMAIL_SEG_FACT_EXT`
- `VQ_SEGMENT_FACT`

Further Information About Schema Changes

For more information that pertains to the Info Mart database schema compatibility between releases 7.6 and 8.x, refer to the following sections of this document:

- [Tables that Changed in Release 8](#), for the list of tables that have been changed significantly in release 8.x.
- [Tables with Limited Changes](#), for the list of tables that experienced only general model changes between releases 7.6 and 8.x.
- [Changes to Time-Related Tables and Fields](#), for a high-level description of changes to date and time-related tables and fields in the Info Mart 8.x schema.
- [Changes to User Data Tables and Fields](#), for a high-level description of changes to user data tables in the Info Mart 8.x schema.
- [Aggregation Tables](#), for the list of aggregation tables that have been retained but moved to Reporting and Analytics Aggregates package in release 8.x.
- [Tables Replaced with Views](#), for the list of tables that have been replaced with views in release 8.x.
- [Obsolete Tables](#), the list of tables that have been either entirely removed or merged with other tables in release 8.x.
- [Tables Not Covered by This Document](#), for the list of tables that are excluded from the coverage.

Changes to Time-Related Tables and Fields



Purpose: To provide a high-level description of changes to date- and time-related tables and fields in the Info Mart 8.x schema.

Major Highlights

Genesys Info Mart 8.x supports multiple, customizable calendars with flexible week-numbering rules that can be configured to conform to the ISO 8601 standard for the representation of dates and times. These calendars are added as custom dimension tables to the Info Mart database schema.

Genesys Info Mart 8.x stores time facts in UTC time. Scalable support for multiple calendars means that Genesys Info Mart can be configured to express time data in any Java time-zone format.

Genesys Info Mart 8.x provides one default calendar (DATE_TIME dimension). The default configuration expresses UTC time in the GMT time zone and conforms to legacy Genesys Info Mart week-numbering rules, which are not the ISO 8601 standard.

The number of columns in the **DATE_TIME** dimension table has been reduced.

Unified Date_Time Fields in Fact Tables

The implementation of the DATE_TIME dimension is simplified by reducing to four the number of DATE_TIME fields in fact tables. START_TS and END_TS fields in fact tables store time in the UTC format, while START_DATE_TIME_KEY and END_DATE_TIME_KEY reference the DATE_TIME dimension.

Column	Description
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimensions, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the fact ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimensions, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
START_TS	The date and time at which the fact began, as a Coordinated Universal Time (UTC) value--the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).
END_TS	The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value--the number of seconds that have elapsed since

Column	Description
	midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

Obsolete Date_Time Fields in Fact Tables

The following DATE_TIME fields have been removed from various fact tables:

- GMT_END_TIME
- GMT_ENTERPRISE_DATE_KEY
- GMT_START_TIME
- GMT_TENANT_DATE_KEY
- GMT_TIME_OF_DAY_KEY
- LOCAL_END_TIME
- LOCAL_ENTERPRISE_DATE_KEY
- LOCAL_START_TIME
- LOCAL_TENANT_DATE_KEY
- LOCAL_TIME_OF_DAY_KEY
- STD_ENTERPRISE_DATE_KEY
- STD_ENTERPRISE_END_TIME
- STD_ENTERPRISE_START_TIME
- STD_ENTERPRISE_TIME_OF_DAY_KEY
- STD_TENANT_DATE_KEY
- STD_TENANT_END_TIME
- STD_TENANT_START_TIME
- STD_TENANT_TIME_OF_DAY_KEY

Obsolete DATE_TIME Tables

The following date and time dimension tables have been retired in release 8.x:

- ENTERPRISE_DATE
- ENTERPRISE_MONTH
- TENANT_DATE
- TIME_OF_DAY

For compatibility information about the DATE_TIME dimension, see [DATE_TIME](#).

Changes to User Data Tables and Fields



Purpose: To provide a high-level description of changes to user data tables in the Info Mart 8.x schema.

Release 8.x provides a unified mechanism for processing user data from both EventUserEvents and call-based TEvents, with flexible data storage that you can configure according to the number and types of user data that is captured in your contact center environment. Genesys Info Mart 8.x also processes the user data that arrives after call completion and updates call records accordingly.

A customizable database schema enables you to treat each KVP field as either a fact or a dimension and to store user-data KVPs in a configurable number of user-data dimensions and fact extension tables. In particular, low-cardinality string user data that is associated with the interaction resource can now be linked to the facts through the new IRF_USER_DATA_KEYS table and stored in a large number of the USER_DATA_CUST_DIM_* dimensions. Numeric user data and high-cardinality string user data that is associated with the interaction resource can now be stored in the new, predefined IRF_USER_DATA_GEN_1 table as well as in any number of IRF_USER_DATA_CUST_* fact extension tables that you can add to the schema.

The INTERACTION_DESCRIPTOR table is provided with the default schema to store Genesys-defined, low-cardinality KVPs, such as service type and customer segment. This table requires no customization.

The following new tables facilitate user data processing:

- IRF_USER_DATA_KEYS
- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

The USER_DATA and USER_DATA2 tables that existed in Genesys Info Mart release 7.x, as well as attached-data related fields in the **INTERACTION_RESOURCE_FACT** table, need to be replaced with new predefined and/or custom tables and keys in the Info Mart 8.x database.

For information about the user data template script and instructions on how to add custom user data tables to the schema, refer to the *Genesys Info Mart 8.0 Deployment Guide*. For description of the 8.x user data tables, refer to the *Genesys Info Mart 8.0 Database Reference Manual* for your particular RDBMS.

Tables with Limited Changes



Purpose: To provide a list of tables that experienced only general model changes between releases 7.6 and 8.x.

The changes in the following tables were limited to the audit-, time-, and purging-related fields. Otherwise, these tables did not experience major changes between releases 7.6 and 8.1:

- CALLING_LIST_METRIC_FACT
- CALL_RESULT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CONTACT_INFO_TYPE
- DIALING_MODE
- INTERACTION_DESCRIPTOR (**Note:** Although the propagation mechanism changed for user data related fields, the names of the corresponding columns, such as CUSTOMER_SEGMENT, SERVICE_TYPE, SERVICE_SUBTYPE, and BUSINESS_RESULT, remain the same.)
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IXN_RESOURCE_STATE_FACT
- MEDIA_TYPE
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- TECHNICAL_DESCRIPTOR (**Note:** Because of the change in the model, TECHNICAL_RESULT is no longer based on interaction segment data.)
- TIME_ZONE

For information about general model changes, see:

- [Database Schema Changes Overview](#)
- [Changes to Time-Related Tables and Fields](#)
- [Changes to User Data Tables and Fields](#)

Tables that Changed in Release 8



Purpose: To provide the list of tables that have been changed significantly in release 8.x.

The tables listed in this article have been preserved in the Genesys Info Mart database schema in release 8.x, but have been modified beyond the changes to the audit-, time-, and purging-related fields that were typical for the tables presented in [Tables with Limited Changes](#).

Types of Changes

The following Type of Change notation is used for the tables for which the changes are documented at the database column level:

- **No Change** when the column has not changed between releases 7.6 and 8.x.
- **Retired** when no replacement column is provided in the 8.x schema.
- **Moved** when the same column has been placed into another table, either new or previously existent.
- **Replaced** when the data that the column provided is now available in another column, either new or previously existent, or through calculations.
- **Changed** when the column has changed in any other way. For example, the list of available values may have been modified (value changed), or the same data is presented in a different format (format changed), or the column name and location remains the same, but the data stored in the column has been enhanced or modified (meaning changed).

List of Tables with Significant Changes

Use the links below to access information about changes in the following tables presented at the field level:

[CONTACT_ATTEMPT_FACT](#)
[DATE_TIME](#)
[INTERACTION_FACT](#)
[INTERACTION_RESOURCE_FACT](#)
[MEDIATION_SEGMENT_FACT](#)
[RESOURCE_](#)
[SM_RES_STATE_FACT](#)
[SM_RES_STATE_REASON_FACT](#)
[SM_RES_SESSION_FACT](#)
[STRATEGY](#)

CONTACT_ATTEMPT_FACT

Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 CONTACT_ATTEMPT_FACT table and the fields in the Info Mart 8.x schema.

Table CONTACT_ATTEMPT_FACT

The 8.x schema separates interaction attributes from contact attempt attributes, moving interaction-specific data to the INTERACTION_RESOURCE_FACT table. Data from CONTACT_ATTEMPT_FACT can be combined with data from INTERACTION_RESOURCE_FACT by using common identifiers in INTERACTION_FACT. To obtain interaction data for a call that was dialed, left join CONTACT_ATTEMPT_FACT to INTERACTION_FACT on CONTACT_ATTEMPT_FACT.CALLID=INTERACTION_FACT.MEDIA_SERVER_IXN_GUID, and inner join INTERACTION_FACT to INTERACTION_RESOURCE_FACT on INTERACTION_FACT.INTERACTION_ID=INTERACTION_RESOURCE_FACT. Note that one CONTACT_ATTEMPT_FACT may have multiple IRF records.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
CONTACT_ATTEMPT_FACT_KEY	Key Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
MEDIA_TYPE_KEY	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-	

7.6 Column Name		8.x Changes	
		Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
DIALING_MODE_KEY	No Change		
RESOURCE_KEY	No Change		
MEDIA_RESOURCE_KEY	Replaced	Can be calculated as IRF.MEDIA_RESOURCE_KEY WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
PLACE_KEY	No Change		
CAMPAIGN_KEY	No Change		
GROUP_KEY	No Change		
CPD_RESULT_KEY	No Change		
CALL_RESULT_KEY	No Change		
RECORD_TYPE_KEY	No Change		
RECORD_STATUS_KEY	No Change		
CALLING_LIST_KEY	No Change		
CONTACT_INFO_TYPE_KEY	No Change		
TIME_ZONE_KEY	No Change		
CAMP_GROUP_SESSION_FACT_KEY	No Change		
INTERACTION_ID	Moved	Moved to INTERACTION_FACT.	INTERACTION_FACT.INTERACTION_ID
RECORD_FIELD_GROUP_1_KEY	No Change		
RECORD_FIELD_GROUP_2_KEY	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.	

7.6 Column Name	8.x Changes		
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PREVIEW_COUNT	Replaced	Can be calculated based on DIALING_MODE_KEY. Equals 1 if DIALING_MODE_CODE is ('PREVIEW', 'PUSH_PREVIEW'); otherwise, it is 0.	
PREVIEW_DURATION	Replaced	If PREVIEW_COUNT equals 1, can be calculated as coalesce(IF.START_TS, CAF.END_TS) - CAF.START_TS.	
DIAL_COUNT	Replaced	Is not available in 8.0. Replacement field is available in release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DIAL_COUNT
DIAL_DURATION	Replaced	Is not available in 8.0. Replacement field is available in release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DIAL_DURATION
CPD_COUNT	No Change	Is not available in 8.0; restored in 8.1.	
CPD_DURATION	Replaced	Is not available in 8.0. Replacement field is available in release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DURATION
TRANSFER_COUNT	Replaced	Is not available in 8.0. Replacement field is available in release 8.1.	CONTACT_ATTEMPT_FACT.CPD_TRANSFER_COUNT
TRANSFER_DURATION	Replaced	Is not available in 8.0. Replacement field is available in release 8.1.	CONTACT_ATTEMPT_FACT.CPD_TRANSFER_DURATION

7.6 Column Name	8.x Changes		
TALK_COUNT	Replaced	Can be calculated as IRF.TALK_COUNT WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
TALK_DURATION	Replaced	Can be calculated as IRF.TALK_DURATION WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
HOLD_COUNT	Replaced	Can be calculated as IRF.HOLD_COUNT WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
HOLD_DURATION	Replaced	Can be calculated as IRF.HOLD_DURATION WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
ACW_COUNT	Replaced	Can be calculated as IRF.AFTER_CALL_WORK_COUNT WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
ACW_DURATION	Replaced	Can be calculated as IRF.AFTER_CALL_WORK_DURATION WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
TOTAL_DURATION	Replaced	Can be calculated as coalesce(max(IRF.END_TS),CAF.END_TS) - CAF.START_TS.	
CALL_ATTEMPT_ID	No Change		
RECORD_ID	No Change		
CHAIN_ID	No Change		
CHAIN_N	No Change		
CONTACT_INFO	No Change		
ATTEMPT_ORDINAL	No Change		
DAILY_FROM_SECONDS	No Change		
DAILY_UNTIL_SECONDS	No Change		
CONTACT_DAILY_FROM_TIME	No Change		
CONTACT_DAILY_UNTIL_TIME	No Change		
CONTACT_I_XN_START_TIME	Retired		
CONTACT_WITHIN_DAILY_RANGE	Retired		
DIAL_SCHED_TIME	No Change		
CONTACT_DIAL_SCHED_TIME	No Change		
OVERDIAL_FLAG	No Change		
CONTACT_COMPLETE_FLAG	No Change		
RPC_FLAG	No Change		
CONVERSION_FLAG	No Change		

7.6 Column Name	8.x Changes		
RECORD_FIELD_1	No Change		
RECORD_FIELD_2	No Change		
RECORD_FIELD_3	No Change		
RECORD_FIELD_4	No Change		
RECORD_FIELD_5	No Change		
RECORD_FIELD_6	No Change		
RECORD_FIELD_7	No Change		
RECORD_FIELD_8	No Change		
RECORD_FIELD_9	No Change		
RECORD_FIELD_10	No Change		
RECORD_FIELD_11	No Change		
RECORD_FIELD_12	No Change		
RECORD_FIELD_13	No Change		
RECORD_FIELD_14	No Change		
RECORD_FIELD_15	No Change		
RECORD_FIELD_16	No Change		
RECORD_FIELD_17	No Change		
RECORD_FIELD_18	No Change		
RECORD_FIELD_19	No Change		
RECORD_FIELD_20	No Change		
RECORD_FIELD_21	No Change		
RECORD_FIELD_22	No Change		
RECORD_FIELD_23	No Change		
RECORD_FIELD_24	No Change		
RECORD_FIELD_25	No Change		
RECORD_FIELD_26	No Change		
RECORD_FIELD_27	No Change		
RECORD_FIELD_28	No Change		
RECORD_FIELD_29	No Change		
RECORD_FIELD_30	No Change		
RECORD_FIELD_31	No Change		
RECORD_FIELD_32	No Change		
RECORD_FIELD_33	No Change		
RECORD_FIELD_34	No Change		
RECORD_FIELD_35	No Change		
RECORD_FIELD_36	No Change		
RECORD_FIELD_37	No Change		

7.6 Column Name	8.x Changes		
RECORD_FIELD_38	No Change		
RECORD_FIELD_39	No Change		
RECORD_FIELD_40	No Change		
ACTIVE_FLAG	No Change		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

DATE_TIME



Purpose: To provide compatibility references between the columns in the 7.6 DATE_TIME table and the fields in the Info Mart 8.x schema.

Table DATE_TIME

This table underwent significant modifications that were targeted to simplify date and time support.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
DATE_TIME_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_30MIN_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_HOUR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_DAY_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_WEEK_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_MONTH_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_QUARTER_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_YEAR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
DATE_TIME_NEXT_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_30MIN_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_HOUR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_DAY_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_WEEK_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_MONTH_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_QUARTER_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
DATE_TIME_NEXT_YEAR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields .	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
CAL_DATE	No Change		
CAL_DATE_STRING	Replaced	Use CAL_DATE value converted to the STRING format.	
CAL_DAY_NUM_IN_WEEK	No Change		
CAL_DAY_NAME	No Change		
CAL_DAY_NUM_IN_MONTH	No Change		
CAL_DAY_NUM_IN_YEAR	No Change		
CAL_LAST_DAY_IN_WEEK	No Change		
CAL_LAST_DAY_IN_MONTH	No Change		
CAL_WEEK_NUM_IN_YEAR	No Change		

7.6 Column Name	8.x Changes		
WEEK_YEAR	No Change		
CAL_YEAR_WEEK_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_WEEK_NUM_IN_YEAR.	
CAL_WEEK_START_DATE	No Change		
CAL_WEEK_END_DATE	No Change		
CAL_MONTH_NUM_IN_YEAR	No Change		
CAL_MONTH_NUM_IN_YEAR_STRING	Replaced	Use CAL_MONTH_NUM_IN_YEAR value converted to the STRING format.	
CAL_YEAR_MONTH_DAY_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NUM_IN_YEAR, CAL_DAY_NUM_IN_MONTH.	
CAL_MONTH_NAME	No Change		
CAL_YEAR_MONTH	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NAME.	
CAL_YEAR_MONTH_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NUM_IN_YEAR.	
CAL_QUARTER_NUM_IN_YEAR	No Change		
CAL_YEAR_QUARTER	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_QUARTER_NUM_IN_YEAR.	
CAL_HALF_NUM_IN_YEAR	No Change		
CAL_YEAR_HALF_YEAR	Replaced	Use CAL_HALF_NUM_IN_YEAR, CAL_YEAR_NUM values converted to required format.	
CAL_YEAR_NUM	No Change		
CAL_YEAR_STRING	Replaced	Use CAL_YEAR_NUM converted to the STRING format.	
CAL_SHORT_YEAR_STRING	Replaced	Use CAL_DATE value converted to required format.	
CAL_HOUR_NUM_IN_DAY	No Change		
CAL_HOUR_NUM_IN_DAY_STRING	Replaced	Use CAL_HOUR_NUM_IN_DAY value converted to the STRING format.	
CAL_HOUR_24_NUM_IN_DAY	No Change		
CAL_HOUR_24_NUM_IN_DAY_STRING	Replaced	Use	

7.6 Column Name	8.x Changes		
		CAL_HOUR_24_NUM_IN_DAY value converted to the STRING format.	
CAL_MINUTE_NUM_IN_HOUR	No Change		
CAL_30MINUTE_NUM_IN_HOUR	No Change		
LABEL_YYYY	No Change		
LABEL_YYYY_QQ	No Change		
LABEL_YYYY_MM	No Change		
LABEL_YYYY_WE	Changed	The same data is presented in the format compliant with ISO 8601.	
LABEL_YYYY_MM_DD	No Change		
LABEL_YYYY_MM_DD_HH	No Change		
LABEL_YYYY_MM_DD_HH24	No Change		
LABEL_YYYY_MM_DD_HH_30MI	No Change		
LABEL_YYYY_MM_DD_HH24_1501	No Change		
LABEL_YYYY_MM_DD_HH_MM	No Change		
LABEL_YYYY_MM_DD_HH24_MI	No Change		
LABEL_YYYY_MM_DD_HH_15NT	No Change		
LABEL_YYYY_MM_DD_HH24_1501	No Change		
LABEL_YYYY_MM_DD_HH_30NT	No Change		
LABEL_YYYY_MM_DD_HH24_3001	No Change		
LABEL_QQ	No Change		
LABEL_MM	No Change		
LABEL_WE	Changed	The same data is presented in the format compliant with ISO 8601.	
LABEL_DD	No Change		
LABEL_HH	No Change		
LABEL_HH24	No Change		
LABEL_30MI	No Change		
LABEL_MI	No Change		
TIME_INTERVAL_15_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 900) / 900).	
TIME_INTERVAL_30_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 1800) / 1800).	

7.6 Column Name	8.x Changes		
TIME_INTERVAL_60_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 3600) / 3600).	
TIME_INTERVAL_15_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 900) / 900).	
TIME_INTERVAL_30_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 1800) / 1800).	
TIME_INTERVAL_60_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 3600) / 3600).	
AMPM_INDICATOR	No Change		
RUNNING_YEAR_NUM	No Change		
RUNNING_QUARTER_NUM	No Change		
RUNNING_MONTH_NUM	No Change		
RUNNING_WEEK_NUM	No Change		
RUNNING_DAY_NUM	No Change		
RUNNING_HOUR_NUM	No Change		
RUNNING_30MIN_NUM	No Change		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Retired	See Database Schema Changes Overview .	

INTERACTION_FACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 INTERACTION_FACT table and the fields in the Info Mart 8.x schema.

Table INTERACTION_FACT

This table has been redesigned significantly because of the changes in handling the lowest level of data details. In the Info Mart 7.6 schema, INTERACTION_FACT is modeled as a summary of the underlying INTERACTION_SEGMENT_FACT rows, rather than as a summary of the underlying INTERACTION_RESOURCE_FACT rows. Because of the removal of the INTERACTION_SEGMENT_FACT table in the Info Mart 8.0 schema, most of the INTERACTION_FACT columns have been retired as well. In addition to using the recommendations for particular fields below, consider summarizing the underlying INTERACTION_RESOURCE_FACT data to obtain the metrics similar to those in your 7.6 reports.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
INTERACTION_ID	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-	

7.6 Column Name	8.x Changes		
		Related Tables and Fields.	
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
TENANT_KEY	No Change		
INTERACTION_TYPE_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
TECHNICAL_DESCRIPTOR_KEY	Replaced		INTERACTION_RESOURCE_FACT.TECHNICAL_DESCRIPTOR or MEDIATION_SEGMENT_FACT.TECHNICAL_DESCRIPTOR
MEDIA_RESOURCE_KEY	Replaced	Can be calculated from MEDIA_RESOURCE_KEY for child IRF records	INTERACTION_RESOURCE_FACT.MEDIA_RESOURCE_KEY
RESOURCE_KEY	Replaced	Can be calculated from RESOURCE_KEY for child IRF records.	INTERACTION_RESOURCE_FACT.RESOURCE_KEY or MEDIATION_SEGMENT_FACT.RESOURCE_KEY
PLACE_KEY	Replaced	Can be calculated from PLACE_KEY for child IRF records.	INTERACTION_RESOURCE_FACT.PLACE_KEY
REQUESTED_SKILL_KEY	Replaced	Can be calculated from REQUESTED_SKILL_KEY for child IRF records.	INTERACTION_RESOURCE_FACT.REQUESTED_SKILL_KEY
INTERACTION_DESCRIPTOR_KEY	Replaced	Can be calculated using IRF_USER_DATA_KEYS and child IRF records.	IRF_USER_DATA_KEYS.INTERACTION_DESCRIPTOR_KEY
CUSTOMER_KEY	Replaced	Can be calculated from IRF_USER_DATA_GEN_1 and child IRF records.	
CURRENCY_KEY	Retired		
USER_DATA_KEY	Replaced	See Changes to User Data Tables and Fields.	
USER_DATA_2_KEY	Replaced	See Changes to User Data Tables and Fields.	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
ROOT_INTERACTION_ID	Retired		
IXN_FACT_EXT_KEY	Retired		

7.6 Column Name	8.x Changes		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
MEDIA_SERVER_ROOT_I_XN_ID	No Change		
MEDIA_SERVER_I_XN_ID	No Change		
MEDIA_SERVER_ROOT_I_XN_GUID	No Change		
MEDIA_SERVER_I_XN_GUID	No Change		
INTERACTION_COUNT	Retired	Was always set to 1.	
UNIQUE_INTERACTION_COUNT	Retired	Was always set to 1.	
TOTAL_SEGMENT_COUNT	Retired		
TOTAL_DURATION	Replaced	Can be calculated as END_TS - START_TS (if END_TS > 0).	
ROUTING_POINT_SEGMENT_COUNT	Retired		
ROUTING_POINT_SEGMENT_DURATION	Retired		
QUEUE_SEGMENT_COUNT	Retired		
QUEUE_SEGMENT_DURATION	Retired		
IVR_PORT_SEGMENT_COUNT	Retired		
IVR_PORT_SEGMENT_DURATION	Retired		
AGENT_SEGMENT_COUNT	Retired		
AGENT_SEGMENT_DURATION	Retired		
NETWORK_SEGMENT_COUNT	Retired		

7.6 Column Name	8.x Changes		
NETWORK_SEGMENT_DURATION	Retired		
ALERT_COUNT	Retired		
ALERT_DURATION	Retired		
HANDLE_COUNT	Retired		
HANDLE_DURATION	Retired		
WRAP_COUNT	Retired		
WRAP_DURATION	Retired		
AGENT_HANDLE_DURATION	Retired		
CUSTOMER_HANDLE_COUNT	Retired		
CUSTOMER_HANDLE_DURATION	Retired		
CUSTOMER_WAIT_COUNT	Retired		
CUSTOMER_WAIT_DURATION	Retired		
BASELINE_SERVICE_OBJECTIVE_FLAG	Replaced	Moved down to IRF level, available in IRF_USER_DATA_GEN_1.	IRF_USER_DATA_GEN_1.SERVICE_OBJECTIVE_FLAG
INITIAL_RESPONSE_DURATION	Retired	This metric depends on the value of voice-init-resp-duration. For TIME_TO_FIRST_SERVICE, use IRF.START_TS - IRF.RING_DURATION - IF.START_TS WHERE IRF.IRF_ACHNOR=1 AND IRF.TALK_COUNT>1. For TIME_TO_FIRST_AGENT, the calculations are similar, but instead of the IRF.IRF_ACHNOR=1 condition, find the first (min(IRF.START_TS)) IRF pointing to an agent resource and with TALK_COUNT>1. No replacement is available for TIME_FROM_IVR_TO_AGENT.	
MET_SERVICE_OBJECTIVE_FLAG	Replaced	Use IRF.MET_SERVICE_OBJECTIVE_FLAG WHERE IRF.IRF_ANCHOR=1.	
REQUESTED_SKILL_COUNT	Replaced	Moved down to IRF level; use the value available in REQUESTED_SKILL_COMBINATION.SKILL COUNT. Find the first (min(start_ts)) IRF for which REQUESTED_SKILL_COMBINATION.SKILL	

7.6 Column Name		8.x Changes	
		COUNT > 0.	
MATCHED_SKILL_COUNT	Retired		
ANSWERED_WITH_SKILL_MATCH_FLAG	Retired		
REVENUE_STD_CURRENCY	Retired	Was a reserved field in 7.6.	
COST_STD_CURRENCY	Retired	Was a reserved field in 7.6.	
REVENUE_LOCAL_CURRENCY	Retired	Was a reserved field in 7.6.	
COST_LOCAL_CURRENCY	Retired	Was a reserved field in 7.6.	
SOURCE_ADDRESS	No Change		
TARGET_ADDRESS	No Change		
CASE_ID	Replaced	Moved down to IRF level and is available in IRF_USER_DATA_GEN_1.	IRF_USER_DATA_GEN_1.CASE_ID
USER_DATA_1	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_2	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_3	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_4	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_5	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to	

7.6 Column Name	8.x Changes		
		User Data Tables and Fields.	
USER_DATA_6	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_7	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_8	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_9	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_10	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_11	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_12	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_13	Replaced	Can be can calculated	

7.6 Column Name	8.x Changes		
		from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_14	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_15	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_16	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_17	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables.	
USER_DATA_18	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_19	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_20	Replaced	Can be can calculated from child IRF records, IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields .	

7.6 Column Name	8.x Changes		
ACTIVE_FLAG	No Change		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

INTERACTION_RESOURCE_FACT

Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 INTERACTION_RESOURCE_FACT table and the fields in the Info Mart 8.x schema.

Table INTERACTION_RESOURCE_FACT

In addition to changes to the audit-, time-, and purging-related fields, certain fields in this table were retired to eliminate duplicates.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
INTERACTION_RESOURCE_FACT	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
TENANT_KEY	No Change		
INTERACTION_TYPE_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
TECHNICAL_DESCRIPTOR_KEY	No Change		
MEDIA_RESOURCE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
PLACE_KEY	No Change		
STRATEGY_KEY	No Change		
ROUTING_TARGET_KEY	No Change		
REQUESTED_SKILL_KEY	No Change		
INTERACTION_DESCRIPTOR_KEY	Moved	The INTERACTION_RESOURCE_FACT and INTERACTION_DESCRIPTOR tables are joined by using the foreign keys in the IRF_USER_DATA_KEYS table.	IRF_USER_DATA_KEYS.INTERACTION_DESCRIPTOR_KEY
CUSTOMER_KEY	Retired	The CUSTOMER table has been retired. CUSTOMER_ID is stored in IRF_USER_DATA_GEN_1, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.	IRF_USER_DATA_GEN_1.CUSTOMER_ID
USER_DATA_KEY	Replaced	The USER_DATA table has been retired. Custom user data is stored in custom user data tables, which are joined to INTERACTION_RESOURCE_FACT by using the foreign keys in the IRF_USER_DATA_KEYS table. See Changes to User Data Tables and Fields .	
USER_DATA_2_KEY	Replaced	The USER_DATA_2 table has been retired. Custom user data is	

7.6 Column Name	8.x Changes		
		stored in custom user data tables, which are joined to INTERACTION_RESOURCE_FACT by using the foreign keys in the IRF_USER_DATA_KEYS table. See Changes to User Data Tables and Fields .	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
INTERACTION_ID	No Change		
ROOT_INTERACTION_ID	Retired		
IXN_RES_FACT_EXT_KEY	Retired		
RES_PREVIOUS_DT_STATE_KEY	Retired		
RES_PREVIOUS_SM_STATE_KEY	No Change		
RES_PREVIOUS_SM_STATE_FACT_KEY	No Change		
PRIMARY_IXN_SEGMENT_ID	Retired		
LAST_RP_RESOURCE_KEY	No Change		
LAST_QUEUE_RESOURCE_KEY	No Change		
LAST_IVR_RESOURCE_KEY	No Change		
MEDIATION_SEGMENT_ID	No Change		
MEDIATION_RESOURCE_KEY	No Change		
MEDIATION_START_DATE_TIME_KEY	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
INTERACTION_RESOURCE_ORIGIN_ID	Added	Reserved.	
FIRST_SVC_OR_ABN_FLAG	Replaced		INTERACTION_RESOURCE_FACT.IRF_ANC
LAST_INTERACTION_RESOURCE_ID	Changed	Reserved.	
INTERACTION_SEGMENT_COUNT	Added		
TOTAL_DURATION	Replaced	Can be calculated as END_TS-START_TS (if END_TS>0).	
LEAD_CLIP_DURATION	No Change		
TRAIL_CLIP_DURATION	No Change		
ROUTING_POINT_COUNT	Retired		
ROUTING_POINT_DURATION	No Change		
QUEUE_COUNT	Retired		
QUEUE_DURATION	No Change		
IVR_PORT_COUNT	Retired		
IVR_PORT_DURATION	No Change		
HANDLE_COUNT	No Change		
CUSTOMER_HANDLE_COUNT	No Change		
PREVIOUS_MEDIATION_DURATION	No Change		
MEDIATION_DURATION	No Change		
MEDIATION_COUNT	No Change		
REQUESTED_SKILL_COUNT	Replaced		REQUESTED_SKILL_COMBINATION.SKILL COUNT
MATCHED_SKILL_COUNT	Retired		
BASELINE_SERVICE_OBJECTIVE_ID	Replaced	BASELINE_SERVICE_OBJECTIVE is stored as SERVICE_OBJECTIVE in the IRF_USER_DATA_GEN_1 table, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.	IRF_USER_DATA_GEN_1.SERVICE Objec
MET_SERVICE_OBJECTIVE_FLAG	No Change		
SHORT_ABANDONED_FLAG	No Change		
CONFERENCE_INITIATED_COUNT	Changed	The field doesn't exist in release 8.0, but it is restored in 8.1.	
CONFERENCE_JOINED_COUNT	Replaced	Replaced with IRF.CONF_JOIN_RING_COUNT. Use the value of 1 if CONF_JOIN_TALK_COUNT + CONF_JOIN_RING_COUNT > 1.	

7.6 Column Name	8.x Changes		
CONSULT_INITIATED_COUNT	Replaced	Replaced with IRF.CONΣ_INIT_DIAL_COUNT. To receive this value, count the IRF rows with Technical Role set to InitiatedConsult.	
CONSULT_RECEIVED_COUNT	Replaced	Replaced with IRF.CONΣ_RCV_TALK_COUNT. The 7.6 logic considered any answered consultation call as received. Thus, use the value of 1 if CONS_RCV_TALK_COUNT > 0 and 0 otherwise.	
CASE_ID	Replaced	CASE_ID is stored in IRF_USER_DATA_GEN_1, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.	IRF_USER_DATA_GEN_1.CASE_ID
USER_DATA_1	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_2	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_3	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_4	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_5	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_6	Replaced	User data is stored in	

7.6 Column Name	8.x Changes		
		IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_7	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_8	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_9	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_10	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_11	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_12	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_13	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_14	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	

7.6 Column Name	8.x Changes		
		Fields.	
USER_DATA_15	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_16	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_17	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_18	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_19	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
USER_DATA_20	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields .	
ACTIVE_FLAG	None		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

MEDIATION_SEGMENT_FACT

Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 MEDIATION_SEGMENT_FACT table and the fields in the Info Mart 8.x schema.

Table MEDIATION_SEGMENT_FACT

In addition to changes to the audit-, time-, and purging-related fields, certain fields in this table were retired because of underlying changes in the model.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
MEDIATION_SEGMENT_ID	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
TENANT_KEY	No Change		
INTERACTION_TYPE_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
TECHNICAL_DESCRIPTOR_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
INTERACTION_ID	No Change		
MEDIA_SERVER_IXN_GUID	No Change		
MEDIATION_GUID	No Change		
MEDIATION_SEGMENT_COUNT	Retired		
TOTAL_DURATION	Replaced	If the result is Cleared or Abandoned, calculate as MEDIATION_DURATION. If the result is Diverted, calculate as MEDIATION_DURATION + TARGET_IRF.RING_DURATION + TARGET_IRF.CONF_RCV_RING_DURATION + TARGET_IRF.POST_CONS_XFER_RING_DURATION + TARGET_IRF.CONF_JOIN_RING_DURATION.	
MEDIATION_DURATION	No Change		
TARGET_IXN_SEGMENT_ID	Retired		
TARGET_SEG_FACT_EXT_KEY	Retired		
TARGET_IXN_RESOURCE_ID	No Change		
TARGET_RES_FACT_EXT_KEY	Retired		
TARGET_RESOURCE_KEY	Replaced	Use IRF.RESOURCE_KEY for the target IRF.	
TARGET_RES_GROUP_COMBINATION_KEY	Replaced	Use	

7.6 Column Name	8.x Changes		
		IRF.RESOURCE_GROUP_COMBINATION_KEY for the target IRF.	
TARGET_MEDIA_RESOURCE_KEY	Replaced	Use IRF.MEDIA_RESOURCE_KEY for the target IRF.	
TARGET_PLACE_KEY	Replaced	Use IRF.PLACE_KEY for the target IRF.	
SHORT_ABANDONED_FLAG	No Change		
ANSWER_THRESHOLD	No Change		
MET_THRESHOLD_FLAG	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
ACTIVE_FLAG	No Change		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Retired	See Database Schema Changes Overview .	

RESOURCE_

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 RESOURCE_ table and the fields in the Info Mart 8.x schema.

Table RESOURCE_

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, the value stored in the RESOURCE_NAME column has changed.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
RESOURCE_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
SWITCH_NAME	No Change		
IVR_NAME	No Change		
RESOURCE_TYPE	No Change		
RESOURCE_TYPE_CODE	No Change		
RESOURCE_SUBTYPE	No Change		
RESOURCE_NAME	Changed	For an agent resource, the field stores a user name only. Use a combination of RESOURCE_.RESOURCE_NAME, RESOURCE_.AGENT_FIRST_NAME, and RESOURCE_.AGENT_LAST_NAME.	
EMPLOYEE_ID	No Change		
EXTERNAL_RESOURCE_ID	No Change		
RESOURCE_CFG_DBID	No Change		
RESOURCE_CFG_TYPE_ID	No Change		

7.6 Column Name	8.x Changes		
RESOURCE_ALIAS	No Change		
NETWORK_RESOURCE_FLAG	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

SM_RES_SESSION_FACT

Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 SM_RES_SESSION_FACT table and the fields in the Info Mart 8.x schema.

Table SM_RES_SESSION_FACT

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, the population of this table has changed with respect to active login sessions. The population of the TOTAL_DURATION column has changed also. Both release 7.6 and release 8.x populate this table for both active and completed login sessions; however, the TOTAL_DURATION value in the Info Mart 8.x equals 0 until a session is complete.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
SM_RES_SESSION_FACT_KEY	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
TENANT_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
TOTAL_DURATION	Changed	Release 8.x sets this field to 0 for an unfinished session and updates the field to the actual duration value after the session is complete.	
LEAD_CLIP_DURATION	None		
TRAIL_CLIP_DURATION	None		
ACTIVE_FLAG	None		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-	

7.6 Column Name	8.x Changes		
		Related Tables and Fields.	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

SM_RES_STATE_FACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 SM_RES_STATE_FACT table and the fields in the Info Mart 8.x schema.

Table SM_RES_STATE_FACT

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, population of this table has changed to include active agent states as well as completed states. Population of the TOTAL_DURATION and ACTIVE_FLAG columns has also changed. To achieve compatibility with the Info Mart 7.6 reports, adjust the database queries to include the completed agent states only (those with ACTIVE_FLAG=0).

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
SM_RES_STATE_FACT_KEY	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
TENANT_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
PRIMARY_MEDIA_RESOURCE_KEY	No Change		
RESOURCE_STATE_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
SM_RES_SESSION_FACT_KEY	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
TOTAL_DURATION	Changed	Use the TOTAL_DURATION value from the facts where ACTIVE_FLAG=0.	
LEAD_CLIP_DURATION	No Change		
TRAIL_CLIP_DURATION	No Change		
ACTIVE_FLAG	Changed	Is populated for active states in release 8.x.	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and	

7.6 Column Name		8.x Changes	
		Fields.	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.	
PURGE_FLAG	Changed	See Database Schema Changes Overview.	

SM_RES_STATE_REASON_FACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 SM_RES_STATE_REASON_FACT table and the fields in the Info Mart 8.x schema.

Table SM_RES_STATE_REASON_FACT

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, population of this table has changed to include active agent state reasons as well as completed state reasons. The PRIMARY_MEDIA_RESOURCE_KEY column has been discontinued and population of the TOTAL_DURATION and ACTIVE_FLAG columns has also changed. To achieve compatibility with the Info Mart 7.6 reports, adjust the database queries to include the completed agent state reasons only (those with ACTIVE_FLAG=0).

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
SM_RES_STATE_REASON_FACT_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name		8.x Changes	
		Fields.	
STD_TENANT_START_DATE_TIME_KEY	Time Key	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_DATE_TIME_KEY	Time Key	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Day Key	See Changes to Time-Related Tables and Fields .	
STD_TENANT_TIME_OF_DAY_KEY	Day Key	See Changes to Time-Related Tables and Fields .	
RESOURCE_STATE_KEY	No Change		
RESOURCE_STATE_REASON_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
PRIMARY_MEDIA_RESOURCE_KEY	Retired	Can be obtained from SM_RES_STATE_FACT using SM_RES_STATE_FACT_KEY.	
SM_RES_SESSION_FACT_KEY	No Change		
SM_RES_STATE_FACT_KEY	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields .	
TOTAL_DURATION	Changed	Use the TOTAL_DURATION value from the facts where ACTIVE_FLAG=0.	

7.6 Column Name	8.x Changes		
LEAD_CLIP_DURATION	No Change		
TRAIL_CLIP_DURATION	No Change		
ACTIVE_FLAG	Changed	Is populated for active states in release 8.x.	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

STRATEGY

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 STRATEGY table and the fields in the Info Mart 8.x schema.

Table STRATEGY

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, other columns in this table have changed as described below.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
STRATEGY_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview .	
STRATEGY_TYPE	Changed	The IVRApplication value has been discontinued as obsolete.	
STRATEGY_TYPE_CODE	Changed	The IVRAPPLICATION value has been discontinued as obsolete.	
STRATEGY_NAME	No Change		
STRATEGY_RESULT	Retired		
STRATEGY_RESULT_CODE	Retired		
STRATEGY_OUTCOME	Retired		
STRATEGY_OUTCOME_CODE	Retired		
RESULT_REASON	Retired		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

Aggregation Tables



Purpose: To provide the list of aggregation tables that have been retained but moved to Reporting and Analytics Aggregates (RAA) package in release 8.x.

The following tables are still available in release 8.x, although under new names, as long as you deploy Genesys Interactive Insights (GI2) or Reporting and Analytics Aggregates (RAA) package:

- AG2_INB_V_AGENT_QUEUE_*
- AG2_INB_V_IXN_AGENT_GRP_*
- AG2_INB_V_IXN_AGENT_*
- AG2_INB_V_IXN_ID_*
- AG2_INB_V_I_IXN_AGENT_*
- AG2_INB_V_I_SESS_STATE_*
- AG2_INB_V_I_STATE_RSN_*
- AG2_INB_V_QUEUE_ABN_*
- AG2_INB_V_QUEUE_ANS_*
- AG2_INB_V_QUEUE_GRP_*
- AG2_INB_V_QUEUE_*
- AG2_OUT_V_IXN_AGENT_*
- AG2_OUT_V_IXN_AGENT_GRP_*
- AGGREGATE_CTRL_*
- TIME_RANGE (**Note:** This table has been renamed to AGR_TIME_RANGE.)

Note: An asterisk (*) in a table name stands for an aggregation level such as SUBHR, HOUR, DAY, or MONTH.

See also [Obsolete Tables](#) for the list of aggregation tables that were retired in release 8.x.

Refer to the Reporting and Analytics Aggregates (RAA) documentation and to the chapter regarding the aggregates migration in the *Genesys Migration Guide* for information about aggregation tables and/or their 8.x replacements.

Tables Replaced with Views



Purpose: To provide the list of tables that have been replaced with views in release 8.x.

The following tables are present as views in the Info Mart 8.x schema:

- CALLING_LIST (**Note:** The EXTERNAL_ID column is discontinued.)
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN
- GROUP_
- GROUP_TO_CAMPaign_FACT
- PLACE
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SKILL (**Note:** The SKILL_TYPE column is discontinued.)
- TENANT

Notes:

- The time-related columns that existed in 7.6 tables may no longer be available in corresponding 8.x views because of design changes in the area of date and time support. Refer to [Changes to Time-Related Tables and Fields](#) for more details.
- The PURGE_FLAG column that existed in 7.6 tables may no longer be available in corresponding 8.x views because of design changes in the area of purging support. Refer to [Database Schema Changes Overview](#) for more details.

Obsolete Tables



Purpose: To provide the list of tables that have been either entirely removed or merged with other tables in release 8.x.

The tables listed below have been removed from the Genesys Info Mart database schema in release 8.x for one of the following reasons:

- A table was determined obsolete because it was not used by a large majority of Info Mart customers.
- A table consisted mostly of fields that were moved to another table because of architectural changes.
- A table was no longer required because of a fundamental change in the underlying model.

Information on how to retrieve similar data from the 8.x schema is provided for those tables and fields for which it is available.

Detailed Data

- DT_DND_FACT
- DT_RES_STATE_FACT
- DT_RES_STATE_REASON_FACT
- INTERACTION_SEGMENT_FACT
- [MMEDIA_I_XN_FACT_EXT](#) (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- MMEDIA_SEG_FACT_EXT
- RESOURCE_SESSION_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB_GX_SESSION_ENDPOINT_MM or GIDB_GX_SESSION_ENDPOINT_V tables, respectively.)
- [VOICE_I_XN_FACT_EXT](#) (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- [VOICE_RES_FACT_EXT](#) (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- VOICE_SEG_FACT_EXT

Aggregate Tables

- AG_AGENT_VOICE_I_XN_*
- AG_SKILL_GROUP_ABN_*
- AG_SKILL_GROUP_*
- AG_SKILL_RESOURCE_ABN_*

- AG_SKILL_RESOURCE_*
- AG_SKILL_VOICE_INB_I_XN_*
- AG_STATE_REASON_VOICE_*

Note: An asterisk (*) in a table name stands for an aggregation level such as SUBHOUR, HOUR, DAY, or MONTH.

Date and Time Related Tables

While no replacement tables are provided out-of-the-box, a custom DATE_TIME table is to be used as an alternative to the following tables:

- ENTERPRISE_DATE
- ENTERPRISE_MONTH
- TENANT_DATE
- TIME_OF_DAY

See [Changes to Time-Related Tables and Fields](#) for more information.

GVP-Related Tables

- GVP_APPLICATION
- GVP_CALL_FACT
- GVP_SUBCALL_FACT
- GVP_SUBCALL_FLOW
- GVP_VOICE_MEDIA_SERVER
- GVP_WEB_APPL_SERVER

See [Database Schema Changes Overview](#) for more information.

Stat Server-based Data

- RESOURCE_STATE_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB_G_AGENT_STATE_HISTORY_MM or GIDB_G_AGENT_STATE_HISTORY_V tables, respectively.)
- RESOURCE_STATE_REASON_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB_G_AGENT_STATE_RC_MM or GIDB_G_AGENT_STATE_RC_V tables.)

User Data Related Tables

While no replacement tables are provided out-of-the-box, you can replace the following tables, to a certain extent, by creating custom user data tables:

- USER_DATA

- USER_DATA_2

See [Changes to User Data Tables and Fields](#) for more information.

Tables Not Used by a Large Majority of Info Mart Customers

- CURRENCY
- CUSTOMER (**Note:** The data that was populated in the EXTERNAL_CUSTOMER_ID field is now available in IRF_USER_DATA_GEN_1.CUSTOMER_ID.)

Other Tables

- STOP_ACTION

MMEDIA_I_XN_FACT_EXT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 MMEDIA_I_XN_FACT_EXT table and the fields in the Info Mart 8.x schema.

Table MMEDIA_I_XN_FACT_EXT

This extension table for multimedia data has been removed from the 8.x schema. Instead, the INTERACTION_RESOURCE_FACT table now stores multimedia data in the same fields as those that are used for voice data. Although exact replacements are not available in many cases, recommendations below suggest how to obtain 8.x metrics that are similar to those in your 7.6 reports.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
MMEDIA_I_XN_FACT_EXT_KEY	Retired		
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
MEDIA_SERVER_GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields .	
MEDIA_SERVER_I_XN_ONLINE_FLAG	Replaced	The information provided by this field is closely related to MEDIA_TYPE.IS_ONLINE (join to MEDIA_TYPE using the MEDIA_TYPE_KEY value from the INTERACTION_FACT.MEDIA_TYPE_KEY).	
FROM_DOMAIN	Replaced	The value can be derived from INTERACTION_FACT.SOURCE_ADDRESS. The domain name is the portion of the source	

7.6 Column Name		8.x Changes	
		address following the last "@" symbol.	
SUBJECT	Replaced		INTERACTION_FACT.SUBJECT
CONTACT_ID	Retired		
TOTAL_TRANSFER_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with TECHNICAL_RESULT_CODE='TRANSFERRED'.	
TOTAL_CONSULT_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INITIATEDCONSULT'.	
TOTAL_CONSULT_DURATION	Replaced	Can be calculated from the sum of the durations of child IRF records with technical descriptor keys with RESOURCE_ROLE_CODE='INITIATEDCONSULT'.	
TOTAL_CONFERENCE_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INCONFERERENCE'.	
TOTAL_CONFERENCE_DURATION	Replaced	Can be calculated from the sum of the durations of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INCONFERERENCE'.	
ANSWERED_BY_AGENT_FLAG	Replaced	The value can be calculated as follows: For Online MediaType (using MEDIA_TYPE.IS_ONLINE as described above): if there is a child IRF record that has IRF_ANCHOR = 1 and HANDLE_COUNT = 1 and if the RESOURCE_KEY has RESOURCE_TYPE = 'AGENT', then AnsweredByAgent is true; otherwise, it is false. For Offline MediaType: if there is a	

7.6 Column Name	8.x Changes		
		child IRF record that has IRF_ANCHOR = 2 and if INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDREPLY', then AnsweredByAgent is true; otherwise, it is false.	
TRANSFERRED_BY_AGENT_FLAG	Replaced	The value can be calculated as follows: If there is a child IRF record that has IRF_ANCHOR = 1 and HANDLE_COUNT = 1 and if the RESOURCE_KEY has RESOURCE_TYPE = 'AGENT', and the technical descriptor key for this record has TECHNICAL_RESULT_CODE = 'TRANSFERRED', then TransferredByAgent is true; otherwise, it is false. This field indicates whether the first agent who was connected to the interaction transferred the interaction to another resource.	
WEBFORM_FLAG	Retired		
AUTO_RESPONSE_FLAG	Replaced	The value can be calculated as follows: This field only applies to offline MediaType (using MEDIA_TYPE.IS_ONLINE=0, as described above). If there is a child IRF record with IRF_ANCHOR = 2 and INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDAUTORESPONSE', then AUTO_RESPONSE_FLAG is true; otherwise, it is false.	
AUTO_RESPONSE_NAME	Retired		
AUTO_ACK_FLAG	Replaced	The value can be	

7.6 Column Name	8.x Changes		
		<p>calculated as follows: This field only applies to offline MediaType (using MEDIA_TYPE.IS_ONLINE=0, as described above). If there is a child IRF record with IRF_ANCHOR = 2 and if INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDACKNOWLEDGEMENT', then AUTO_ACK_FLAG is true; otherwise, it is false.</p>	
AUTO_ACK_NAME	Retired		
ABANDONED_BY_CUSTOMER_FLAG	Retired		
DURATION_BEFORE_ABANDON	Retired		
ACTIVE_FLAG	Retired		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

VOICE_I_XN_FACT_EXT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 VOICE_I_XN_FACT_EXT table and the fields in the Info Mart 8.x schema.

Table VOICE_I_XN_FACT_EXT

This voice extension table has been removed from the Info Mart database schema as obsolete; however, certain data about voice interactions can be retrieved from the INTERACTION_RESOURCE_FACT table, as described below. In the Info Mart 7.6 schema, VOICE_I_XN_FACT_EXT is modeled as a summary of the underlying VOICE_SEG_FACT_EXT rows. Because the segment data is not present in the Info Mart 8.x schema, the exact replacements are not available for many fields. Recommendations below help to obtain the metrics similar to those in your 7.6 reports from the 8.x INTERACTION_RESOURCE_FACT data.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
VOICE_I_XN_FACT_EXT_KEY	Retired		
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
DIAL_COUNT	Replaced	Can be calculated as SUM(IRF.DIAL_COUNT + IRF.CONΣ_INIT_DIAL_COUNT) from child IRF records.	
DIAL_DURATION	Replaced	Can be calculated as SUM(IRF.DIAL_DURATION + IRF.CONΣ_INIT_DIAL_DURATION) from child IRF records.	
RING_COUNT	Replaced	Can be calculated as SUM(IRF.RING_COUNT + IRF.CONΣ_RCV_RING_COUNT + IRF.POST_CONΣ_XFER_RING_COUNT)	

7.6 Column Name	8.x Changes		
		+ CONF_JOIN_RING_COUNT) for all child IRF records.	
RING_DURATION	Replaced	Can be calculated as SUM(IRF.RING_DURATION + IRF.CONF_RCV_RING_DURATION + IRF.POST_CONS_XFER_RING_DURATION + CONF_JOIN_RING_DURATION) for all child IRF records.	
TALK_COUNT	Replaced	Can be calculated as SUM(IRF.TALK_COUNT + IRF.POST_CONS_XFER_TALK_COUNT + IRF.CONF_INIT_TALK_COUNT + IRF.CONF_JOIN_TALK_COUNT + IRF.CONF_INIT_TALK_COUNT + IRF.CONF_RCV_TALK_COUNT) for all child IRF recods.	
TALK_DURATION	Replaced	Can be calculated as SUM(IRF.TALK_DURATION + IRF.POST_CONS_XFER_DURATION + IRF.CONF_INIT_DURATION + IRF.CONF_JOIN_TALK_DURATION + IRF.CONF_INIT_TALK_DURATION + IRF.CONF_RCV_TALK_DURATION) for all child IRF recods.	
AGENT_TALK_DURATION	Replaced	Can be calculated as SUM(IRF.TALK_DURATION + IRF.POST_CONS_XFER_TALK_DURATION + IRF.CONF_INIT_TALK_DURATION + IRF.CONF_JOIN_TALK_DURATION + IRF.CONF_INIT_TALK_DURATION + IRF.CONF_RCV_TALK_DURATION) for all child IRF recods with RESOURCE_KEY pointing to the agent.	
HOLD_COUNT	Replaced	Can be calculated as	

7.6 Column Name	8.x Changes		
			<p>SUM(IRF.HOLD_COUNT + IRF.POST_CONS_XFER_HOLD_COUNT + IRF.CONF_INIT_HOLD_COUNT + IRF.CONF_JOIN_HOLD_COUNT + IRF.CONS_INIT_HOLD_COUNT + IRF.CONS_RCV_HOLD_COUNT) for all child IRF recods.</p>
HOLD_DURATION	Replaced		<p>Can be calculated SUM(IRF.HOLD_DURATION + IRF.POST_CONS_XFER_HOLD_DURATION + IRF.CONF_INIT_HOLD_DURATION + IRF.CONF_JOIN_HOLD_DURATION + IRF.CONS_INIT_HOLD_DURATION + IRF.CONS_RCV_HOLD_DURATION) for all child IRF recods.</p>
AGENT_HOLD_DURATION	Replaced		<p>Can be calculated as SUM(IRF.HOLD_DURATION + IRF.POST_CONS_XFER_HOLD_DURATION + IRF.CONF_INIT_HOLD_DURATION + IRF.CONF_JOIN_HOLD_DURATION + IRF.CONS_INIT_HOLD_DURATION + IRF.CONS_RCV_HOLD_DURATION) for all child IRF recods with RESOURCE_KEY pointing to the agent.</p>
AFTER_CALL_WORK_COUNT	Replaced		<p>Can be calculated as SUM(IRF.AFTER_CALL_WORK_COUNT + IRF.CONS_RCV_ACW_COUNT) for all child IRF records.</p>
AFTER_CALL_WORK_DURATION	Replaced		<p>Can be calculated as SUM(IRF.AFTER_CALL_WORK_DURATION + IRF.CONS_RCV_ACW_DURATION) for all child IRF records.</p>
TEXT_TO_SPEECH_COUNT	Retired		
SPEECH_RECOGNITION_COUNT	Retired		

7.6 Column Name	8.x Changes		
TOTAL_TRANSFER_COUNT	Replaced	Can be calculated as a count of the child IRF records with the technical descriptor keys that have TECHNICAL_RESULT_CODE='TRANSFERRED' AND RESOURCE_ROLE_CODE<>'INITIATEDCONSULT'.	
TOTAL_CONSULT_COUNT	Replaced	Can be calculated as the count of the child IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE='INITIATEDCONSULT' AND TECHNICAL_RESULT_CODE='COMPLETED' and/or TECHNICAL_RESULT_CODE='ABANDONED'.	
TOTAL_CONSULT_DURATION	Replaced	Can be calculated as the sum of the durations (END_TS-START_TS) of the child IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE='INITIATEDCONSULT' AND TECHNICAL_RESULT_CODE='COMPLETED' and/or TECHNICAL_RESULT_CODE='ABANDONED'.	
TOTAL_CONFERENCE_COUNT	Replaced	Can be calculated as a count of the IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE <> 'INITIATEDCONSULT' and TECHNICAL_RESULT_CODE = 'CONFERENCED'.	
TOTAL_CONFERENCE_DURATION	Retired		
SHORT_ABANDON_COUNT	Replaced	Can be calculated as the value of IRF.SHORT_ABANDONED_FLAG from the child IRF record with IRF_ANCHOR=1.	
DURATION_BEFORE_ABANDON	Retired		
ACTIVE_FLAG	Retired		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	

7.6 Column Name	8.x Changes		
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	
ANSWERED_BY_AGENT_FLAG	Replaced	If the sum of HANDLE_COUNT of child IRF records with RESOURCE_KEY pointing to the agent is greater than 0, this value equals 1; otherwise, it is 0.	
TRANSFERRED_BY_AGENT_FLAG	Replaced	If the count of child IRF records with RESOURCE_KEY pointing to the agent, with HANDLE_COUNT>0 and with TECHNICAL_RESULT_CODE='TRANSFERRED' is greater than 0, this value equals 1; otherwise, it is 0.	
ABANDONED_BY_CUSTOMER_FLAG	Replaced	If the count of child IRF records with TECHNICAL_RESULT_CODE='CUSTOMERABANDONED' is greater than 0, this value equals 1; otherwise, it is 0.	

VOICE_RES_FACT_EXT

Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Purpose: To provide compatibility references between the columns in the 7.6 VOICE_RES_FACT_EXT table and the fields in the Info Mart 8.x schema.

Table VOICE_RES_FACT_EXT

This voice extension table has been removed from the Info Mart database schema as obsolete. The majority of fields have been moved to the INTERACTION_RESOURCE_FACT table; certain fields were retired, however, this data can be retrieved as described below.

7.6 Column Name	8.x Changes		
	Type of Change	Description/ Recommendation	New Table.Column
VOICE_RES_FACT_EXT_KEY	Retired		
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields .	
DIAL_COUNT	Moved		INTERACTION_RESOURCE_FACT.DIAL_CO
DIAL_DURATION	Moved		INTERACTION_RESOURCE_FACT.DIAL_DU
RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.RING_CO
RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.RING_D
TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.TALK_CO

7.6 Column Name	8.x Changes		
TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.TALK_D
HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.HOLD_C
HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.HOLD_D
AFTER_CALL_WORK_COUNT	Moved		INTERACTION_RESOURCE_FACT.AFTER_C
AFTER_CALL_WORK_DURATION	Moved		INTERACTION_RESOURCE_FACT.AFTER_C
CUSTOMER_DIAL_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOM
CUSTOMER_DIAL_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOM
CUSTOMER_RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOM
CUSTOMER_RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOM
CUSTOMER_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOM
CUSTOMER_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to	INTERACTION_RESOURCE_FACT.CUSTOM

7.6 Column Name		8.x Changes	
		associate a customer with a particular party.	
CUSTOMER_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_HOLD_COUNT
CUSTOMER_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_HOLD_DURATION
CUSTOMER_ACW_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_ACW_COUNT
CUSTOMER_ACW_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_ACW_DURATION
POST_CONS_XFER_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_TALK_COUNT
POST_CONS_XFER_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_TALK_DURATION
POST_CONS_XFER_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_HOLD_COUNT
POST_CONS_XFER_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_HOLD_DURATION
CONF_INIT_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_TALK_COUNT
CONF_INIT_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_TALK_DURATION
CONF_INIT_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_HOLD_COUNT
CONF_INIT_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_HOLD_DURATION

7.6 Column Name		8.x Changes	
CONF_JOIN_RING_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_RING_COUNT
CONF_JOIN_RING_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_RING_DURATION
CONF_JOIN_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_TALK_COUNT
CONF_JOIN_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_TALK_DURATION
CONF_JOIN_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_HOLD_COUNT
CONF_JOIN_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_HOLD_DURATION
CONS_INIT_DIAL_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_DIAL_COUNT
CONS_INIT_DIAL_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_DIAL_DURATION
CONS_INIT_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_TALK_COUNT
CONS_INIT_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_TALK_DURATION
CONS_INIT_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_HOLD_COUNT
CONS_INIT_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_HOLD_DURATION
CONS_RCV_RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_RING_COUNT
CONS_RCV_RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_RING_DURATION
CONS_RCV_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_TALK_COUNT
CONS_RCV_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_TALK_DURATION
CONS_RCV_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_HOLD_COUNT
CONS_RCV_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_HOLD_DURATION
CONS_RCV_ACW_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_RCV_ACW_COUNT
CONS_RCV_ACW_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_RCV_ACW_DURATION
TEXT_TO_SPEECH_COUNT	Retired	Can be configured to store relevant user data	

7.6 Column Name		8.x Changes	
		in a custom user data table, so that this value could be obtained at IRF level.	
SPEECH_RECOGNITION_COUNT	Retired	Can be configured to store relevant user data in a custom user data table, so that this value could be obtained at IRF level.	
AGENT_TO_AGENT_CONS_COUNT	Retired	8.x values might differ from 7.6 because the population algorithm has changed to exclude hold and it only includes the time when both agent are connected to the call.	INTERACTION_RESOURCE_FACT.AGENT_
AGENT_TO_AGENT_CONS_DURATION	Retired	8.x values might differ from 7.6 because the population algorithm has changed to exclude hold and it only includes the time when both agent are connected to the call.	INTERACTION_RESOURCE_FACT.AGENT_
ACTIVE_FLAG	Moved		INTERACTION_RESOURCE_FACT.ACTIVE_
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields .	
PURGE_FLAG	Changed	See Database Schema Changes Overview .	

Tables Not Covered by This Document



Purpose: To provide the list of tables that are excluded from the coverage.

Tables that Are Outside of Scope

A number of tables existed in the Info Mart 7.6 schema to facilitate internal processing rather than to serve end-user reporting purposes. For this reason, mainly, no compatibility information is provided for the following tables:

- AUDIT_ (**Note:** See [Database Schema Changes Overview](#) for audit information.)
- DATA_MIGRATION
- SCHEMA_INFO