Genesys Info Mart Database Compatibility Reference

Genesys Info Mart Database Compatibility Reference

12/14/2025

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.

Contents

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_IXN *
AG_SKILL_GROUP_ABN *
AG_SKILL_GROUP *
AG_SKILL_RESOURCE_ABN *
AG_SKILL_RESOURCE *
AG_SKILL_VOICE_INB_IXN *
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_CAMPAIGN_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_IXN_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_IXN_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>