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Genesys Info Mart Deployment Guide

Mapping OCS Record Fields Worksheet

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Mapping OCS Record Fields Worksheet

Use the three worksheets on this page to plan how to map OCS record fields to the following Info Mart database tables:

- **CONTACT_ATTEMPT_FACT**
- **RECORD_FIELD_GROUP_1**
- **RECORD_FIELD_GROUP_2**

CONTACT_ATTEMPT_FACT Table

Genesys Info Mart stores nonmandatory record field data that is defined in OCS calling lists in the RECORD_FIELD_1 through RECORD_FIELD_60 columns of the CONTACT_ATTEMPT_FACT (CAF) table.

Use the following rows to list the nonmandatory fields that you need to map from OCS to the CAF table. The first row contains an example for RECORD_FIELD_1. In the OCS calling list, the name of the record field is **Region**. This field maps to a column that is named RECORD_FIELD_1 in the CAF table.

For fields that you identify as required to be secure, ensure that you set the **icon_attribute** option on the **Field** object to 2.

Important

Make sure that the data type of the field matches the data type of the target CAF column. Unless otherwise indicated, the data type of the columns is *string* (varchar).

Mapping OCS Record Fields to the CONTACT_ATTEMPT_FACT Table

Genesys Info Mart Column Name	Field Object Name	Tenant Name (if applicable)	Is Secure
Example: RECORD_FIELD_1 (numeric)	Region	HQ	✓
RECORD_FIELD_1 (numeric)			
RECORD_FIELD_2 (numeric)			
RECORD_FIELD_3 (numeric)			
RECORD_FIELD_4 (numeric)			

Genesys Info Mart Column Name	Field Object Name	Tenant Name (if applicable)	Is Secure
RECORD_FIELD_5 (numeric)			
RECORD_FIELD_6 (numeric)			
RECORD_FIELD_7 (numeric)			
RECORD_FIELD_8 (numeric)			
RECORD_FIELD_9 (numeric)			
RECORD_FIELD_10 (numeric)			
RECORD_FIELD_11 (int)			
RECORD_FIELD_12 (int)			
RECORD_FIELD_13 (int)			
RECORD_FIELD_14 (int)			
RECORD_FIELD_15 (int)			
RECORD_FIELD_16 (int)			
RECORD_FIELD_17 (int)			
RECORD_FIELD_18 (int)			
RECORD_FIELD_19 (int)			
RECORD_FIELD_20 (int)			
RECORD_FIELD_21 (int)			
RECORD_FIELD_22 (int)			
RECORD_FIELD_23 (int)			
RECORD_FIELD_24 (int)			
RECORD_FIELD_25 (int)			
RECORD_FIELD_26 (int)			

Genesys Info Mart Column Name	Field Object Name	Tenant Name (if applicable)	Is Secure
RECORD_FIELD_27 (int)			
RECORD_FIELD_28 (int)			
RECORD_FIELD_29 (int)			
RECORD_FIELD_30 (int)			
RECORD_FIELD_31 (string)			
RECORD_FIELD_32 (string)			
RECORD_FIELD_33 (string)			
RECORD_FIELD_34 (string)			
RECORD_FIELD_35 (string)			
RECORD_FIELD_36 (string)			
RECORD_FIELD_37 (string)			
RECORD_FIELD_38 (string)			
RECORD_FIELD_39 (string)			
RECORD_FIELD_40 (string)			
RECORD_FIELD_41 (string)			
RECORD_FIELD_42 (string)			
RECORD_FIELD_43 (string)			
RECORD_FIELD_44 (string)			
RECORD_FIELD_45 (string)			
RECORD_FIELD_46 (string)			
RECORD_FIELD_47 (string)			
RECORD_FIELD_48 (string)			

Genesys Info Mart Column Name	Field Object Name	Tenant Name (if applicable)	Is Secure
RECORD_FIELD_49 (string)			
RECORD_FIELD_50 (string)			
RECORD_FIELD_51 (string)			
RECORD_FIELD_52 (string)			
RECORD_FIELD_53 (string)			
RECORD_FIELD_54 (string)			
RECORD_FIELD_55 (string)			
RECORD_FIELD_56 (string)			
RECORD_FIELD_57 (string)			
RECORD_FIELD_58 (string)			
RECORD_FIELD_59 (string)			
RECORD_FIELD_60 (string)			

RECORD_FIELD_GROUP_1 Table

Genesys Info Mart stores nonmandatory record field data that is defined in OCS calling lists in the RECORD_FIELD_1_STRING_1 through RECORD_FIELD_1_STRING_10 columns of the RECORD_FIELD_GROUP_1 table.

Use the following rows to list the nonmandatory fields that you need to map from OCS to the RECORD_FIELD_GROUP_1 table.

Important

Make sure that the data type of the field matches the data type of the target RECORD_FIELD_GROUP_1 column.

Mapping OCS Record Fields to the RECORD_FIELD_GROUP_1 Table

Genesys Info Mart Column Name	Field Object Name
RECORD_FIELD_1_STRING_1	
RECORD_FIELD_1_STRING_2	
RECORD_FIELD_1_STRING_3	
RECORD_FIELD_1_STRING_4	
RECORD_FIELD_1_STRING_5	
RECORD_FIELD_1_STRING_6	
RECORD_FIELD_1_STRING_7	
RECORD_FIELD_1_STRING_8	
RECORD_FIELD_1_STRING_9	
RECORD_FIELD_1_STRING_10	

RECORD_FIELD_GROUP_2 Table

Genesys Info Mart stores nonmandatory record field data that is defined in OCS calling lists in the RECORD_FIELD_2_STRING_1 through RECORD_FIELD_2_STRING_10 columns of the RECORD_FIELD_GROUP_2 table.

Use the following rows to list the nonmandatory fields that you need to map from OCS to the RECORD_FIELD_GROUP_2 table.

Important

Make sure that the data type of the field matches the data type of the target RECORD_FIELD_GROUP_2 column.

Mapping OCS Record Fields to the RECORD_FIELD_GROUP_2 Table

Genesys Info Mart Column Name	Field Object Name
RECORD_FIELD_2_STRING_1	
RECORD_FIELD_2_STRING_2	
RECORD_FIELD_2_STRING_3	
RECORD_FIELD_2_STRING_4	
RECORD_FIELD_2_STRING_5	
RECORD_FIELD_2_STRING_6	
RECORD_FIELD_2_STRING_7	
RECORD_FIELD_2_STRING_8	
RECORD_FIELD_2_STRING_9	
RECORD_FIELD_2_STRING_10	

Keep this information, so that you can refer to it during deployment and when you need to re-install or upgrade Genesys Info Mart.