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Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

[What's New in the Documentation](#)

3/14/2025

What's New in the Documentation

The following information is new or has changed significantly since earlier versions of this document. The most recent changes appear first.

Important

Starting with release 8.5.014.14 on August 30, 2019, Genesys Info Mart is part of 9.0. This document is valid only for the 8.5 releases of this product before Genesys Info Mart was part of 9.0. For 8.5 releases of Genesys Info Mart after August 30, 2019, see the Current version of this document [for your RDBMS](#).

- The [GPM_DIM1](#) dimension table and nine new columns in the [GPM_FACT](#) table have been added in release 8.5.014.09, to store the new KVPs for enhanced reporting on Genesys Predictive Routing (GPR). In addition, the description of the [GPM_RESULT](#) column in the [GPM_RESULT](#) table has been updated to include additional values. The [GPM_DIM1](#) dimension table has been added to the [list of tables included in Data Export](#).
- The [CHAT_THREAD_FACT](#) and [MEDIA_ORIGIN](#) tables have been added in release 8.5.014.09, to support Chat Thread reporting. In addition, a new column in the [CHAT_SESSION_FACT](#) table, [THREAD_ID](#), has been included for future use. The [CHAT_THREAD_FACT](#) and [MEDIA_ORIGIN](#) tables have been added to the [list of tables included in Data Export](#), as well.
- A note has been added to the [ANCHOR_FLAGS](#) table description to clarify that the data stored in this table doesn't apply to new Chat Thread reporting.
- The [END_DATE_TIME_KEY](#) and [RESOURCE_GROUP_COMBINATION_KEY](#) were added to the [SM_MEDIA_NEUTRAL_STATE_FACT](#) table in release 8.5.013.06.
- The [CDR_FACT](#) and [CDR_DIM1](#) tables have been added in release 8.5.013.06, in preparation for support of Call Detail Record (CDR) reporting. The [CDR_FACT](#) table has been added to the [list of tables included in Data Export](#), as well. In the [CTL_GDPR_HISTORY](#) table description, the [CDR_FACT](#) table columns [ANI](#) and [DNIS](#) have been added to the list of columns that potentially contain personally identifiable information (PII).
- Missing or incorrect partition keys have been corrected in the list of partitioned GIDB tables on the [Info Mart Partitioning](#) page.
- The following new tables have been added in release 8.5.012.15, to store data from CX Contact about contact list records that were suppressed from an outbound campaign. The [LDR_*](#) tables have been added to the [list of tables included in Data Export](#) as well.
 - [LDR_FACT](#)
 - [LDR_LIST](#)
 - [LDR_CAMPAIGN](#)
 - [LDR_POSTAL_CODE](#)
 - [LDR_DEVICE](#)
 - [LDR_RECORD](#)
 - [LDR_GROUP](#)
- In the [CTL_GDPR_HISTORY](#) table description, the [LDR_FACT](#) table columns [CLIENT_ID](#) and [CONTACT_INFO](#) have been added to the list of columns that potentially contain personally identifiable information (PII).
- Descriptions have been added for the five [COBROWSE_*](#) tables in preparation for future support for Co-browse reporting. The [COBROWSE_*](#) tables have been added to the [list of tables included in Data](#)

Export as well.

- Information about the Data Export capability has been expanded on the [About Data Export Capability](#) page, as a result of Genesys Info Mart adding on-premises support for this capability in release 8.5.011.22.
- The GSW_CALL_TYPE column has been added to [IRF_USER_DATA_GEN_1](#).
- A new page, [Summary of Info Mart Schema Changes](#), summarizes the changes that have occurred in the Info Mart schema since release 8.1. The changes can be sorted or filtered by release, table, column, or type of change (table added, column modified, and so on).
- The following tables have been added, to support the reporting on chat session and chat bot activity that was introduced in release 8.5.011:
 - [CHAT_SESSION_FACT](#)
 - [CHAT_SESSION_DIM](#)
 - [BGS_SESSION_FACT](#)
 - [BGS_SESSION_DIM](#)
 - [BGS_BOT_DIM](#)
 - [BGS_BOT_NAME_DIM](#)
- The START_DATE_TIME_KEY in the [GPM_FACT](#) table was made part of the composite primary key, even in nonpartitioned databases.
- To cover support for employee General Data Protection Regulation (GDPR) requests introduced in release 8.5.010.16, the descriptions of the [CTL_GDPR_HISTORY](#) table and columns have been extended.
- The UPDATE_AUDIT_KEY column was added to the following tables in release 8.5.010.16:
Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.
- To support GDPR compliance, a description of the [CTL_GDPR_HISTORY](#) table has been added.
- For support of alternative data streams:
 - A new column, [HWM_VALUE2](#) has been added to the [CTL_TRANSFORM_HISTORY](#) table. The [AUDIT_KEY](#) column was added in a previous release.
 - In Microsoft SQL Server deployments, data types for various columns in a number of dimensions were changed in release 8.5.010. Expand the toggle to see a table that summarizes whether the changes occurred only in single-language databases (varchar columns changed to nvarchar), only in multi-language databases (varchar columns changed to nvarchar, or the sizes of existing nvarchar columns changed), or in both. For full details, see the respective table and column descriptions.

[+] Show summary of data type changes

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
CALLBACK_DIM_1		<ul style="list-style-type: none"> CHANNEL CALLBACK_OFFER_TYPE CALLBACK_TYPE CONNECT_ORDER
CALLBACK_DIM_2		<ul style="list-style-type: none"> DIAL_DIALOG_RESULT CALL_DIRECTION FINAL_DIAL_RESULT

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
		<ul style="list-style-type: none"> OFFER_TIMING
CALLBACK_DIM_3		<ul style="list-style-type: none"> FINAL_TARGET
GPM_MODEL	<ul style="list-style-type: none"> MODEL MODEL_ID 	
GPM_PREDICTOR	<ul style="list-style-type: none"> PREDICTOR PREDICTOR_ID 	
GPM_RESULT	<ul style="list-style-type: none"> GPM_MODE GPM_STATUS GPM_RESULT GPM_USE CUSTOMER_FOUND 	
INTERACTION_DESCRIPTOR	<ul style="list-style-type: none"> CUSTOMER_SEGMENT SERVICE_TYPE SERVICE_SUBTYPE BUSINESS_RESULT 	<ul style="list-style-type: none"> CUSTOMER_SEGMENT SERVICE_TYPE SERVICE_SUBTYPE BUSINESS_RESULT
POST_CALL_SURVEY_DIM_1	<ul style="list-style-type: none"> SURVEY_IAGENTSSCORE SURVEY_ICOMPANYSORE SURVEY_ICALLSCORE SURVEY_IPRODUCTSCORE SURVEY_IQ1 	
POST_CALL_SURVEY_DIM_2	<ul style="list-style-type: none"> SURVEY_IQ2 SURVEY_IQ3 SURVEY_IQ4 SURVEY_SQ1 SURVEY_SQ2 	<ul style="list-style-type: none"> SURVEY_SQ1 SURVEY_SQ2

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
POST_CALL_SURVEY_DIM_3	<ul style="list-style-type: none"> SURVEY_SQ3 SURVEY_SQ4 SURVEY_SQ5 SURVEY_SQ6 SURVEY_SQ7 	<ul style="list-style-type: none"> SURVEY_SQ3 SURVEY_SQ4 SURVEY_SQ5 SURVEY_SQ6 SURVEY_SQ7
POST_CALL_SURVEY_DIM_4	<ul style="list-style-type: none"> SURVEY_SQ8 SURVEY_SQ9 SURVEY_SQ10 SURVEY_IQ5 SURVEY_IQ6 	<ul style="list-style-type: none"> SURVEY_SQ8 SURVEY_SQ9 SURVEY_SQ10
POST_CALL_SURVEY_DIM_5	<ul style="list-style-type: none"> SURVEY_IQ7 SURVEY_IQ8 SURVEY_IQ9 SURVEY_IQ10 	
POST_CALL_SURVEY_DIM_6	<ul style="list-style-type: none"> SURVEY_IRECOMMENDSCORE SURVEY_COMPLETE SURVEY_RECORDING 	
SDR_ACTIVITY	<ul style="list-style-type: none"> NAME 	
SDR_APPLICATION	<ul style="list-style-type: none"> APPLICATION_VERSION APPLICATION_TITLE APPLICATION_ID 	
SDR_CALL_DISPOSITION	<ul style="list-style-type: none"> DISPOSITION_TYPE DISPOSITION_CATEGORY FINAL_DISPOSITION 	<ul style="list-style-type: none"> DISPOSITION_TYPE DISPOSITION_CATEGORY
SDR_CALL_TYPE	<ul style="list-style-type: none"> CALL_TYPE MEDIA_TYPE 	

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
SDR_CUST_ATTRIBUTES	<ul style="list-style-type: none"> ATTRIBUTE_NAME 	
SDR_ENTRY_POINT	<ul style="list-style-type: none"> DNIS 	
SDR_EXIT_POINT	<ul style="list-style-type: none"> APPLICATION_EXIT_POINT 	
SDR_EXT_HTTP_REST	<ul style="list-style-type: none"> URL 	
SDR_EXT_REQUEST	<ul style="list-style-type: none"> REQUEST_NAME REQUEST_TYPE METHOD 	
SDR_EXT_REQUEST_OUTCOME	<ul style="list-style-type: none"> SUCCESS 	
SDR_EXT_SERVICE_OUTCOME	<ul style="list-style-type: none"> SERVICE_NAME SERVICE_RESPONSE_DESC 	<ul style="list-style-type: none"> SERVICE_NAME SERVICE_RESPONSE_DESC
SDR_GEO_LOCATION	<ul style="list-style-type: none"> COUNTRY_CODE COUNTRY_NAME REGION TIMEZONE 	<ul style="list-style-type: none"> COUNTRY_NAME REGION TIMEZONE
SDR_INPUT	<ul style="list-style-type: none"> INPUT_NAME INPUT_TYPE 	
SDR_INPUT_OUTCOME	<ul style="list-style-type: none"> SELECTED_OPTION STRIKEOUT SUCCESS 	
SDR_LANGUAGE	<ul style="list-style-type: none"> LANGUAGE_CODE LANGUAGE_NAME 	
SDR_MESSAGE	<ul style="list-style-type: none"> MESSAGE_FILE 	

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
SDR_MILESTONE	<ul style="list-style-type: none"> MILESTONE MILESTONE_PATH 	<ul style="list-style-type: none"> MILESTONE MILESTONE_PATH
SDR_SURVEY_ANSWERS	<ul style="list-style-type: none"> SURVEY_ANSWER_STR 	
SDR_SURVEY_QUESTIONS	<ul style="list-style-type: none"> QUESTION 	
SDR_SURVEY_QUESTIONS_I1	<ul style="list-style-type: none"> IQ1 IQ2 IQ3 IQ4 IQ5 	<ul style="list-style-type: none"> IQ1 IQ2 IQ3 IQ4 IQ5
SDR_SURVEY_QUESTIONS_I2	<ul style="list-style-type: none"> IQ6 IQ7 IQ8 IQ9 IQ10 	<ul style="list-style-type: none"> IQ6 IQ7 IQ8 IQ9 IQ10
SDR_SURVEY_QUESTIONS_S1	<ul style="list-style-type: none"> SQ1 SQ2 SQ3 SQ4 SQ5 	<ul style="list-style-type: none"> SQ1 SQ2 SQ3 SQ4 SQ5
SDR_SURVEY_QUESTIONS_S2	<ul style="list-style-type: none"> SQ6 SQ7 SQ8 SQ9 SQ10 	<ul style="list-style-type: none"> SQ6 SQ7 SQ8 SQ9 SQ10
SDR_SURVEY_S1	<ul style="list-style-type: none"> SQ1 SQ2 	<ul style="list-style-type: none"> SQ1 SQ2

Table	Changed in Single-Language Databases	Changed in Multi-Language Databases
	<ul style="list-style-type: none"> • SQ3 • SQ4 • SQ5 	<ul style="list-style-type: none"> • SQ3 • SQ4 • SQ5
SDR_SURVEY_S2	<ul style="list-style-type: none"> • SQ6 • SQ7 • SQ8 • SQ9 • SQ10 	<ul style="list-style-type: none"> • SQ6 • SQ7 • SQ8 • SQ9 • SQ10
SDR_SURVEY_STATUS	<ul style="list-style-type: none"> • COMPLETE • RECORDING • OFFER 	
SDR_USER_INPUT	<ul style="list-style-type: none"> • USER_INPUT_TYPE 	
USER_DATA_CUST_DIM_1	<ul style="list-style-type: none"> • DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5 	<ul style="list-style-type: none"> • DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5

- In Microsoft SQL Server deployments with multi-language databases, data types for columns changed:
 - From nvarchar to varchar in tables **CALLBACK_FACT**, **GPM_FACT**, **SDR_ACTIVITIES_FACT**, **SDR_SURVEY_FACT**, and **SDR_SURVEY_TRANSCRIPT_FACT**. See the table descriptions for details.
 - From varchar to nvarchar in table **SDR_USER_INPUTS_FACT**, columns **UTTERANCE** and **INTERPRETATION**.
- To extend support for Callback reporting:
 - Two new dimension tables, **CALLBACK_DIAL_RESULTS** and **CALLBACK_DIM_4** have been added. Lists of tables, indexes, and references—including the [list of tables included in Data Export](#)—have been updated to include the new tables.
 - The following new columns have been added to the **CALLBACK_FACT** table:

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_A_CONNECTED
CALLBACK_DIM_4_KEY	FIRST_OUT_I_XN_ID	PRIORITY_WHEN_C_CONNECTED
CUSTOMER_ANI	LAST_OUT_I_XN_ID	PRIORITY_WHEN_CB_ACCEPTED
DIAL_1_TS through DIAL_5_TS	ORIGINATION_I_XN_ID	SERVICE_END_TS
EWT_THRESHOLD_WHEN_OFFERED	ORS_SESSION_ID	WAITED_BEFORE_OFFER_TIME
EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL	

- The default value has been removed from **GPM_FACT.MESSAGE**.
- To support reporting on Genesys Predictive Routing, descriptions of four new **GPM_*** tables have been added:
 - **GPM_FACT**
 - **GPM_RESULT**
 - **GPM_PREDICTOR**
 - **GPM_MODEL**

Lists of tables, indexes, and references—including the [list of tables included in Data Export](#)—have been updated to include the new tables.

- Starting with release 8.5.007, certain fields in multi-language databases use nvarchar data types to support Unicode data storage. This document has been updated to include the nvarchar data types that apply in Unicode databases, alongside the varchar data types that continue to apply in Latin databases.
- To support reporting on interaction flows that involve applications developed with Genesys Designer, for which support is available in certain Genesys Engage cloud deployments:
 - Descriptions of the **SDR_*** tables have been added to this document.
 - Error code 26 has been added to **INTERACTION_FACT.STATUS** and **STG_TRANSFORM_DISCARDS.CODE**
- For Genesys Callback support, descriptions of the following columns have been updated to indicate new, additional values:
 - **INTERACTION_TYPE.INTERACTION_SUBTYPE** (OutboundCallback) and **INTERACTION_SUBTYPE_CODE** (OUTBOUNDCALLBACK)
 - **TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT** (Deferred and Incomplete) and **TECHNICAL_RESULT_CODE** (DEFERRED and INCOMPLETE)
 - **TECHNICAL_DESCRIPTOR.RESULT_REASON** (CallbackAccepted) and **RESULT_REASON_CODE** (CALLBACKACCEPTED)
- Description of a new column, **USERDATA_FLAG**, has been added to the MSF table. The column indicates that user data is attached to the MSF record. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- A new fact table, **SM_MEDIA_NEUTRAL_STATE_FACT**, has been added to support reporting on media-neutral agent states. (The table has not yet been added to the Facts subject area diagram.)
- The new user-data propagation rule, **IRF_INITIAL**, has been added to the list of valid values for the **PROPAGATION_RULE** column in the CTL_UD_TO_UDE_MAPPING control table.
- **ANCHOR_FLAGS** table:
 - Description of a new flag, **CUSTOMER_LEFT_FIRST**, has been added. The flag indicates which party ended a chat session.
 - The value in the following columns will always be 0 unless populate-thread-facts = true:
 - **FIRST_ENGAGE_FOR_AGENT_THRD**
 - **FIRST_REPLY_FOR_AGENT_THRD**
 - **FIRST_ENGAGE_THRD**
- A note has been added to the **MEDIATION_SEGMENT_FACT (MSF)** table description that, starting with release 8.5.003, Genesys Info Mart populates an MSF record for the starting Interaction Queue of an

Inbound Interaction, even if populate-mm-ixnqueue-facts is configured to false.

- **INTERACTION_RESOURCE_FACT (IRF)** table:
 - Descriptions of two new columns, **FOCUS_TIME_COUNT** and **FOCUS_TIME_DURATION**, have been added. These columns enable reporting on the time that a particular interaction has been in focus (that is, actively being processed) on the agent desktop. If data regarding agent's focus time is provided by the agent desktop for this particular interaction, the count is increased in the **FOCUS_TIME_COUNT** column; otherwise, the value is 0. **FOCUS_TIME_DURATION** indicates the total time that the agent spent actively processing the interaction, as reported by the agent desktop.
 - Descriptions of two new columns, **ASM_COUNT** and **ASM_ENGAGE_DURATION**, have been added. These columns enable reporting on the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) separately from regular talk time. The columns are populated only in Outbound VoIP environments, with Outbound Contact campaigns running in an ASM dialing mode, if the new configuration option, *No results*, is set to true
 - The **ANCHOR_FLAGS_KEY** column description has been updated to account for the role this column now plays in indicating which party ended a chat session.
 - Clarification has been added that in release 8.5.004, the name of the **IRF_ANCHOR_SENT_TS** column (which had been changed from **IRF_ANCHOR_DATE_TIME_KEY** in release 8.5.003) was further changed to **IRF_ANCHOR_TS**. The purpose of the column has been expanded. For chat interactions, the column now stores the time when the customer left the chat, or the time when the agent stopped the chat session, if data about the party that ended a chat session is available from Interaction Concentrator.
 - Clarification has been added that in release 8.5.003, the name of the **IRF_ANCHOR_DATE_TIME_KEY** column was changed to **IRF_ANCHOR_SENT_TS**. For offline multimedia interactions, this field was populated with the time when the first response left the contact center. This field was populated only if **IRF_IRF_ANCHOR** had a value of 2. This field was set to NULL for all other IRFs that were associated with the same interaction.
 - The description of a previously reserved column, **LAST_INTERACTION_RESOURCE**, has been updated. The column is supported for voice interactions in release 8.5.003 and is supported for all media types starting with release 8.5.004. This field is set to 1 for a single IRF out of all IRF records that are associated with a given interaction, to indicate the last resource to enter the interaction. This field is set to 0 for all other IRFs that are associated with the same interaction.
 - **CONS_INIT_TALK_COUNT**, **CONS_RCV_RING_COUNT**, **CONS_RCV_RING_DURATION**, **CONS_RCV_TALK_COUNT**, and **CONS_RCV_TALK_DURATION** now also apply to chat consultations.
 - The **CUSTOMER_*_COUNT** and **CUSTOMER_*_DURATION** metrics that specifically exclude voice and email consultations (for example, **CUSTOMER_RING_COUNT**) also exclude chat consultations.
 - A note has been added to **CONS_INIT_TALK_DURATION** to confirm that, even if **CONS_INIT_TALK_COUNT** is nonzero, **CONS_INIT_TALK_DURATION** does not apply to chat consultations to avoid double-counting, because the agent who initiated the consultation continued to be active in the chat with the customer for the whole time.
- A newly introduced value, Person, has been added to the list of values for the **RESOURCE_.RESOURCE_SUBTYPE** column.
- In the **INTERACTION_TYPE** table, InternalConferenceInvite (and INTERNALCONFERENCEINVITE) have been added to the **INTERACTION_SUBTYPE** (and **INTERACTION_SUBTYPE_CODE**) columns.
- **CREATE_AUDIT_KEY** and **UPDATE_AUDIT_KEY** columns have been added in the **IRF_USER_DATA_CUST_1**, **IRF_USER_DATA_GEN_1**, and **IRF_USER_DATA_KEYS** tables.
- In the **TECHNICAL_DESCRIPTOR** table, IntroducedTransfer (and INTRODUCEDTRANSFER) have been added to the list of possible values in the **RESULT_REASON** (and **RESULT_REASON_CODE**) and

ROLE_REASON (and **ROLE_REASON_CODE**) columns.

- In the information about **Info Mart Partitioning**, the **GIDB Fact Tables** section notes that two options introduced in release 8.1.402.07, `partitioning-interval-size-gidb-mm` and `partitioning-interval-size-gidb-ocs`, enable you to tailor partition sizes to suit the characteristics of your deployment, to improve performance.