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

Table GPM_FACT

12/17/2025

Table GPM_FACT

Description

Introduced: 8.5.009
Modified: 8.5.014.09 (DEFAULT_SCORE, DEFAULT_SCORE_USED, DEFAULT_SCORES_COUNT, GLOBAL_SCORES_COUNT, ADJUSTED_SCORE, INITIAL_SCORE_THRESHOLD, FINAL_SCORE_THRESHOLD, SUITABLE_AGENTS_COUNT, GPM_DIM1_KEY added); 8.5.011 (START_DATE_TIME_KEY became part of the composite primary key in nonpartitioned as well as partitioned databases); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for MEDIA_SERVER_IXN_GUID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes an attempt to route an interaction to an agent using Predictive Routing. The facts are based on data sent in UserEvents by your routing solution for interactions on voice, web, and mobile channels. Rows are inserted on receipt of a Predictive Routing–related event and are not updated. There is one row per interaction routing attempt per agent.

The MEDIA_SERVER_IXN_GUID links the GPM_FACT record with the related INTERACTION_FACT (IF), and the RESOURCE_KEY enables you to then link further to an INTERACTION_RESOURCE_FACT (IRF). In this way, the GPM_FACT table enables you to generate reports that provide interaction-level detail about Predictive Routing usage and its impact on KPIs, as well as evaluate the results for various models and predictors.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
MEDIA_SERVER_IXN_GUID	varchar(64)	X	X		
ROUTE_ATTEMPT_ID	int	X	X		1
RESOURCE_KEY	int	X	X	X	-2
START_DATE_TIME_KEY	int	X	X	X	
ADDED_TS	int		X		
MESSAGE	varchar(255)/nvarchar(255)				
AGENT_SCORE	numeric(10,5)		X		0
GLOBAL_SCORE	numeric(10,5)		X		0
MEDIAN_SCORE	numeric(10,5)		X		0
MAX_SCORE	numeric(10,5)		X		0
MIN_SCORE	numeric(10,5)		X		0
SCORE_ABOVE_MEDIAN	varchar(10)/nvarchar(10)		X		unknown
AGENT_RANK	int		X		0
TARGET_SIZE	int		X		0
WAIT_TIME	int		X		0
GPM_RESULT_KEY	int		X	X	-2
GPM_PREDICTOR_KEY	int		X	X	-2
GPM_MODEL_KEY	int		X	X	-2
DEFAULT_SCORE	numeric(10,5)				
DEFAULT_SCORE_USED	int				
DEFAULT_SCORES_COUNT	int				
GLOBAL_SCORES_COUNT	int				
ADJUSTED_SCORE	numeric(10,5)				
INITIAL_SCORE_THRESHOLD	int				
FINAL_SCORE_THRESHOLD	int				
SUITABLE_AGENTS_COUNT	int				
GPM_DIM1_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

MEDIA_SERVER_IXN_GUID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: CALLID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. This value allows you to associate interaction details with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
GPM_FACT.MEDIA_SERVER_IXN_GUID

AND INTERACTION_FACT.START_DATE_TIME_KEY =
GPM_FACT.START_DATE_TIME_KEY
```

In combination with RESOURCE_KEY, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for this table.

ROUTE_ATTEMPT_ID

Based on KVP: gpmRouteAttemptId

The sequence number of the attempt to route an interaction using Predictive Routing. In combination with RESOURCE_KEY, MEDIA_SERVER_IXN_GUID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the ROUTE_ATTEMPT_ID forms the value of the composite primary key for this table.

RESOURCE_KEY

Based on KVP: gpmAgentDBIDand AGENT_CFG_TYPE_IDand AGENT_CFG_TYPE

The surrogate key that is used to join the RESOURCE_ dimension to the fact table, to identify the agent resource that was the target of the Predictive Routing attempt. In combination with MEDIA_SERVER_IXN_GUID, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the RESOURCE_KEY forms the value of the composite primary key for this table.

START_DATE_TIME_KEY

Modified: 8.5.011 (added to the composite primary key in nonpartitioned databases)
Identifies the start of a 15-minute interval in which the interaction started. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, 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. Starting with release 8.5.011, in combination with MEDIA_SERVER_IXN_GUID, RESOURCE_KEY, and ROUTE_ATTEMPT_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

ADDED_TS

The UTC-equivalent value of the date and time at which the event with Predictive Routing data is received.

MESSAGE

Modified: 8.5.009.20 (default value no longer defined)
Based on KVP: gpmMessage

The message that displays when the Predictive Routing result, as reported by the GPM_RESULT_KEY, is an error.

AGENT_SCORE

Based on KVP: gpmAgentScore

The score of the agent to whom the interaction was routed.

GLOBAL_SCORE

Based on KVP: gpmGlobalScore

The average score calculated for a sub-group of agents in the target group, for whom the global model was utilized in score computation.

MEDIAN_SCORE

Based on KVP: gpmMedianScore

The median score for the target group of agents to which the agent belongs.

MAX_SCORE

Based on KVP: gpmMaxScore

The score of the best matching agent in the target group.

MIN_SCORE

Based on KVP: gpmMinScore

The score of the worst matching agent in the target group

SCORE_ABOVE_MEDIAN

Based on KVP: gpmScoreAboveMedian

Indicates whether the score for the selected agent was better than the median score for the target group. This field is set to one of the following values: `0` (= No), `1` (= Yes), `unknown`.

AGENT_RANK

Based on KVP: gpmAgentRank

The rank of the agent in the target group, based on agent scores sorted in descending order.

TARGET_SIZE

Based on KVP: gpmTargetSize

The size of the scored target group (in other words, the length of the list of agents received from the scoring engine).

WAIT_TIME

Based on KVP: gpmWaitTime

The amount of time, in seconds, the interaction spent in the queue used for Predictive Routing decision-making.

GPM_RESULT_KEY

Based on KVP: gpmResult

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

Based on KVP: gpmPredictorand gpmPredictorId

The surrogate key that is used to join the GPM_PREDICTOR dimension to the fact table, to identify the predictor used for scoring.

GPM_MODEL_KEY

Based on KVP: gpmModeland gpmModelId

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

DEFAULT_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultAgentScore

The default agent score for the associated interaction, as specified in configuration.

DEFAULT_SCORE_USED

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoreUsed

Specifies how the agent score is derived.

- 0 - The agent score for the associated interaction is based on the scoring response returned by GPR.
- 1 - The agent score for the associated interaction is based on configuration.

DEFAULT_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoredAgents

The number of agents assigned the default score for the associated interaction.

GLOBAL_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmGlobalScoreCount

The number of agent scores returned for the interaction using the global model.

ADJUSTED_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmAdjustedAgentScore

The final agent score used to route the associated interaction to the selected agent. This score is calculated from AGENT_SCORE adjusted for an agent occupancy factor.

INITIAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmInitialScoreThreshold

The initial threshold score required for an agent to be considered a match for an interaction, as specified in configuration.

FINAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmFinalScoreThreshold

The final threshold value used to route the associated interaction to the selected agent.

SUITABLE_AGENTS_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmSuitableAgentsCount

The number of agents who had scores greater than, or equal to, the initial threshold value when the scoring response was received.

GPM_DIM1_KEY

Introduced: Release 8.5.014.09
The surrogate key that is used to join the GPM_DIM1 dimension to the fact table, to identify miscellaneous characteristics of the predictor and routing attempt.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_GPM_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_GPM_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.