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

Table SDR\_SESSION\_FACT

# Table SDR\_SESSION\_FACT

## Description

**Introduced:** 8.5.001

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.005 (SDR\_SURVEY\_\* keys added); 8.5.007 (SDR\_SURVEY\_QUESTIONS\_\* keys added)

In partitioned databases, this table is partitioned.

This table describes caller activity within an SDR session.

### 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       |
|------------------|--------------------------|---|---|---|----------|
| CREATE_AUDIT_KEY | numeric(19)              |   | X | X |          |
| SESSION_ID       | varchar(50)              | X | X |   |          |
| INTERACTION_ID   | varchar(50)              |   | X | X |          |
| CONNECTION_ID    | varchar(255)             |   | X |   | NO_VALUE |
| ANI              | varchar(50)/nvarchar(50) |   | X |   | NO_VALUE |

Table SDR\_SESSION\_FACT

| Column                        | Data Type    | P | M | F | DV       |
|-------------------------------|--------------|---|---|---|----------|
| AS_DURATION_MS                | numeric(19)  |   | X |   | 0        |
| SS_DURATION_MS                | numeric(19)  |   | X |   | 0        |
| START_TS_MS                   | numeric(19)  |   | X |   |          |
| END_TS_MS                     | numeric(19)  |   | X |   |          |
| START_DATE_TIME_KEY           | int          | X | X | X |          |
| END_DATE_TIME_KEY             | int          |   | X | X |          |
| INPUT_COUNT                   | int          |   | X |   | 0        |
| MENU_COUNT                    | int          |   | X |   | 0        |
| DTMF_PATH                     | varchar(255) |   | X |   | NO_VALUE |
| SDR_ENTRY_POINT_KEY           | int          |   | X | X | -2       |
| SDR_EXIT_POINT_KEY            | int          |   | X | X | -2       |
| SDR_APPLICATION_KEY           | int          |   | X | X | -2       |
| SDR_GEO_LOCATION_KEY          | int          |   | X | X | -2       |
| SDR_LANGUAGE_KEY              | int          |   | X | X | -2       |
| STRIKEOUT_SDR_MILESTONE_KEY   | int          |   | X | X | -2       |
| BAILOUT_SDR_MILESTONE_KEY     | int          |   | X | X | -2       |
| DEFLECTION_SDR_MILESTONE_KEY  | int          |   | X | X | -2       |
| FINAL_SDR_MILESTONE_KEY       | int          |   | X | X | -2       |
| SELF_HELPED_SDR_MILESTONE_KEY | int          |   | X | X | -2       |
| DEFLECTION_SDR_MESSAGE_KEY    | int          |   | X | X | -2       |
| SDR_CALL_DISPOSITION_KEY      | int          |   | X | X | -2       |
| SDR_CALL_TYPE_KEY             | int          |   | X | X | -2       |
| SDR_SURVEY_SCORES_KEY         | int          |   | X | X | -2       |
| SDR_SURVEY_I1_KEY             | int          |   | X | X | -2       |
| SDR_SURVEY_I2_KEY             | int          |   | X | X | -2       |
| SDR_SURVEY_S1_KEY             | int          |   | X | X | -2       |
| SDR_SURVEY_S2_KEY             | int          |   | X | X | -2       |
| SDR_SURVEY_QUESTIONS_I1_KEY   | int          |   | X | X | -2       |
| SDR_SURVEY_QUESTIONS_I2_KEY   | int          |   | X | X | -2       |
| SDR_SURVEY_QUESTIONS_S1_KEY   | int          |   | X | X | -2       |
| SDR_SURVEY_QUESTIONS_S2_KEY   | int          |   | X | X | -2       |
| SDR_SURVEY_STATUS_KEY         | int          |   | X | X | -2       |
| UPDATE_AUDIT_KEY              | numeric(19)  |   |   | X |          |

## 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.

### SESSION\_ID

The ID as assigned to the session by Orchestration Server. You can use the SESSION\_ID to link other SDR\_\*\_FACT records with the SDR\_SESSION\_FACT.

### INTERACTION\_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR\_SESSION\_FACT with a corresponding interaction record in the INTERACTION\_FACT table, by using the following condition:

`SDR_SESSION_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID`

### CONNECTION\_ID

The connection ID of the call, as assigned by SIP Server.

### ANI

The phone number of the caller.

### AS\_DURATION\_MS

The duration, in milliseconds, of the Assisted Service phase.

### SS\_DURATION\_MS

The duration, in milliseconds, of the Self-Service phase.

### START\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application started.

### END\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application completed.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the call began. 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.

### END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the call ended. 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.

### INPUT\_COUNT

The number of user input blocks the caller encountered during the session.

### MENU\_COUNT

The number of menu blocks the caller encountered during the session.

### DTMF\_PATH

The sequence of DTMF keys that the caller pressed when going through the application's menu.

### SDR\_ENTRY\_POINT\_KEY

The key that is used to join the SDR\_ENTRY\_POINT dimension to the fact tables.

### SDR\_EXIT\_POINT\_KEY

The key that is used to join the SDR\_EXIT\_POINT dimension to the fact tables.

### SDR\_APPLICATION\_KEY

The key that is used to join the SDR\_APPLICATION dimension to the fact tables.

### SDR\_GEO\_LOCATION\_KEY

The key that is used to join the SDR\_GEO\_LOCATION dimension to the fact tables.

### SDR\_LANGUAGE\_KEY

The key that is used to join the SDR\_LANGUAGE dimension to the fact tables.

### STRIKEOUT\_SDR\_MILESTONE\_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR\_MILESTONE dimension to the fact tables.

### BAILOUT\_SDR\_MILESTONE\_KEY

The key that is used to join the BAILOUT milestone value in the SDR\_MILESTONE dimension to the fact tables.

### DEFLECTION\_SDR\_MILESTONE\_KEY

The key that is used to join the DEFLECTION milestone value in the SDR\_MILESTONE dimension to the fact tables.

### FINAL\_SDR\_MILESTONE\_KEY

The key that is used to join the FINAL milestone value in the SDR\_MILESTONE dimension to the fact tables.

### SELF\_HELPED\_SDR\_MILESTONE\_KEY

The key that is used to join the SELF\_HELPED milestone value in the SDR\_MILESTONE dimension to the fact tables.

### DEFLECTION\_SDR\_MESSAGE\_KEY

The key that is used to join the DEFLECTION\_MESSAGE value in the SDR\_MESSAGE dimension to the fact tables.

### SDR\_CALL\_DISPOSITION\_KEY

The key that is used to join the SDR\_CALL\_DISPOSITION dimension to the fact tables.

### SDR\_CALL\_TYPE\_KEY

The key that is used to join the SDR\_CALL\_TYPE dimension to the fact tables.

### SDR\_SURVEY\_SCORES\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_SCORES dimension to the fact tables.

### SDR\_SURVEY\_I1\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_I1 dimension to the fact tables.

### SDR\_SURVEY\_I2\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_I2 dimension to the fact tables.

### SDR\_SURVEY\_S1\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_S1 dimension to the fact tables.

### SDR\_SURVEY\_S2\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_S2 dimension to the fact tables.

### SDR\_SURVEY\_QUESTIONS\_I1\_KEY

**Introduced:** Release 8.5.007

The key that is used to join the SDR\_SURVEY\_QUESTIONS\_I1 dimension to the fact tables.

### SDR\_SURVEY\_QUESTIONS\_I2\_KEY

**Introduced:** Release 8.5.007

The key that is used to join the SDR\_SURVEY\_QUESTIONS\_I2 dimension to the fact tables.

## SDR\_SURVEY\_QUESTIONS\_S1\_KEY

**Introduced:** Release 8.5.007

The key that is used to join the SDR\_SURVEY\_QUESTIONS\_S1 dimension to the fact tables.

## SDR\_SURVEY\_QUESTIONS\_S2\_KEY

**Introduced:** Release 8.5.007

The key that is used to join the SDR\_SURVEY\_QUESTIONS\_S2 dimension to the fact tables.

## SDR\_SURVEY\_STATUS\_KEY

**Introduced:** Release 8.5.005

The key that is used to join the SDR\_SURVEY\_STATUS dimension to the fact tables.

## 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_SDR_SESSION_FACT_SDT |   |   | Improves access time, based on the Start Date Time key. |

## Index I\_SDR\_SESSION\_FACT\_SDT

| Field               | Sort      | Comment |
|---------------------|-----------|---------|
| START_DATE_TIME_KEY | Ascending |         |

## Subject Areas

No subject area information available.