GENESYS

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

View GROUP_

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View GROUP_

Description

Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups. Routing points, queues, and agents can belong to resource groups. Places can belong to place groups. Each row describes one place group or resource group. A new row is issued for each configured place group and resource group, which is identified by its ID in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and re-creating it under the same name causes a new row to be issued.

Column List

Column	Description
GROUP_KEY	The primary key of this view that is used to join the GROUP_ dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
GROUP_NAME	The group name.
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	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.
GROUP_TYPE	The group type. This field is set to one of the following values: • Unknown • Agent • Place • Queue • RoutingPoint

Column	Description
	• Network Port • Service Number • Single Port This value can change with localization.
GROUP_TYPE_CODE	The group type code. This field is set to one of the following values: • UNKNOWN • AGENT • PLACE • QUEUE • ROUTINGPOINT • NETWORKPORT • SERVICENUMBER • SINGLEPORT This value does not change with localization.
GROUP_CFG_DBID	The group object identifier in the contact center configuration.
GROUP_CFG_TYPE_ID	The contact center configuration integer type that is associated with the DN or agent group object.
START_TS	The UTC-equivalent value of the date and time when the group was added to IDB, which may differ from when the group was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the group was removed from contact center configuration.