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Genesys Info Mart Physical Data Model for an Oracle Database

Genesys Info Mart Views

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Genesys Info Mart Views

Genesys Info Mart provides the following predefined views for reporting purposes:

View	Description
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_TO_CAMP_FACT	Describes the association of a calling list to an outbound campaign.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
GROUP_	Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups.
GROUP_TO_CAMPAIGN_FACT	Describes the association of an agent or place group to an outbound campaign.
PLACE	Allows facts to be described by the attributes of a place.
PLACE_GROUP_FACT	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT	Describes an agent's skills and proficiency levels.
SKILL	Allows facts to be described by the attributes of a skill.
TENANT	Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data.

In addition to the predefined views described in this document, tenant-specific views can be added to the Genesys Info Mart database schema. For more information, see [Genesys Info Mart Tenant Views](#).