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# Genesys Info Mart Physical Data Model for an Oracle Database

Genesys Info Mart 8.5.0

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# Genesys Info Mart Physical Data Model for an Oracle Database

Welcome to the *Physical Data Model for an Oracle Database* for release 8.5.0. This document, formerly called a *Reference Manual*, acquaints you with the subject areas and tables that make up the Genesys Info Mart star schemas.

## 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.

This document will help you make informed business decisions, based on the information that is collected by Genesys Info Mart. It will also help you understand how you can use the data that is collected by Genesys Info Mart to create reports. In brief, you will find the following information in this document:

- **Overview** and general information about the Info Mart database — [Genesys Info Mart Database Schema](#) and [Genesys Info Mart Tenant User Schema and Tenant Views](#)
- **New in This Release** information, including a [Summary of Info Mart Schema Changes](#)
- Descriptions of each dimensional model table and its columns and indexes — see [Info Mart Tables](#)
- Descriptions of each dimension view and its columns — see [Info Mart Views](#)
- Descriptions of important service tables and administrative views — see [Info Mart Service and Staging Tables and Administrative Views](#)
- Summary lists of:
  - [Indexes](#)
  - [References](#)
  - [Partitioned tables](#)

# About This Document

## Intended Audience

This Oracle Physical Data Model reference is intended for operational managers and business analysts who want to query the information that is collected by Genesys Info Mart in order to make informed business decisions. It is intended also for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information that is collected by Genesys Info Mart to create reports that support informed business decisions. In addition, system integrators and system administrators may find helpful the data in the control tables and views for data validation and troubleshooting purposes.

This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.

## Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart Server gathers Info Mart data:

- P, for primary key
- M, for mandatory field
- F, for foreign key (where the term is used loosely to indicate a surrogate key reference to a field in another table, not a formal constraint)
- DV, for default value

Abbreviations for index characterizations include the following:

- U, for unique
- C, for cluster



## Related Resources

Genesys Info Mart uses source data from several Genesys products. Because of this, Genesys strongly recommends that you read the following documentation in order to better understand the data that is presented in the Genesys Info Mart:

- [Genesys Info Mart Deployment Guide](#)
- [Genesys Info Mart Operations Guide](#)
- [Genesys Info Mart User's Guide](#)
- [Database Size Estimator](#)
- [Business Continuity Deployment Guide](#) (unchanged from 8.1.4)
- [Interaction Concentrator Deployment Guide](#)
- [Interaction Concentrator Physical Data Model](#) for your particular RDBMS
- [Genesys Administrator Extension \(GAX\) Help](#)
- [Framework Configuration Manager Help \(8.1\)](#)
- Genesys Technical Publications [Glossary](#), which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms
- [Release Notes](#) for this product, which are available on the Genesys Documentation website

# 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.
- 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:
 

<a href="#">CALLBACK_DIAL_RESULTS_KEY</a>	<a href="#">EWT_WHEN_REJECTED</a>	<a href="#">PRIORITY_WHEN_C_CONNECTED</a>
<a href="#">CALLBACK_DIM_4_KEY</a>	<a href="#">FIRST_OUT_I_XN_ID</a>	<a href="#">PRIORITY_WHEN_CB_ACCEPTED</a>
<a href="#">CUSTOMER_ANI</a>	<a href="#">LAST_OUT_I_XN_ID</a>	<a href="#">SERVICE_END_TS</a>
<a href="#">DIAL_1_TS through DIAL_5_TS</a>	<a href="#">ORIGINATION_I_XN_ID</a>	<a href="#">WAITED_BEFORE_OFFER_TIME</a>
<a href="#">EWT_THRESHOLD_WHEN_OFFERED</a>	<a href="#">ORS_SESSION_ID</a>	
<a href="#">EWT_WHEN_LAST_DIAL</a>	<a href="#">POS_WHEN_LAST_DIAL</a>	
	<a href="#">PRIORITY_WHEN_A_CONNECTED</a>	
- 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.

- 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.

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# Genesys Info Mart Database

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Genesys Info Mart data resides in the [Genesys Info Mart database schema](#). A separate [Tenant User database schema](#) can be added for each tenant as required. This page describes how data is organized and how it can be accessed through views.

## Important

The term *voice interactions* refers to traditional telephony calls while the term *multimedia interactions* refers to interactions that are processed through Genesys eServices/Multimedia solution, including 3rd Party Media interactions.

## Star Schemas

Genesys Info Mart uses multidimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved by using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

## Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are fact tables and dimension tables. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these facts are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions that are related to interactions might include the date and time at which each interaction started, the required skills for the various service types that are requested by customers, and the value of various customers to the business.

## Views

Genesys Info Mart supplies read-only views for both single-tenant and multi-tenant deployments. [Dimension views](#) provide read-only access to certain configuration details. [Tenant-specific views](#) can be created by using a Genesys-provided script to give each tenant access to only its own data and

prevent users from accidentally changing the contents of the underlying database.

## Indexes

Genesys Info Mart supplies out-of-box **indexes** to facilitate purging and transformation of data. The number of indexes would be smaller in a partitioned database where purging is based on partitions.

# Genesys Info Mart Database Schema

The Genesys Info Mart database schema contains the dimensions and facts that the extract, transform, and load (ETL) loads. The schema also includes five categories of internal tables that ETL jobs use for data processing.

## Genesys Info Mart Database Schema Tables

Specifically, this database schema contains the following tables:

- Dimension tables
- Fact tables
- Control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Many fact tables and the aggregate tables that come with either the Genesys historical reporting presentation layer (Genesys CX Insights [GCXI]) or the Reporting and Analytics Aggregates (RAA) package share the same dimension tables. The Genesys Info Mart ETL frequently loads the dimension and fact tables throughout the day to enable reporting on both recent and historical contact center activity. For more information, see [Fact Tables](#) and [Dimension Tables](#).

### Important

Genesys Info Mart database schema includes a set of dimension views, in addition to dimension tables. For a discussion of dimension views, see [Dimension Views](#).

Whereas most control (service) tables are intended for internal purposes, certain CTL\_\* tables contain operational data that is helpful to system integrators and system administrators in their data validation and troubleshooting tasks. For more information, see [Info Mart Service and Control Tables](#).

*GIDB* stands for Global Interaction Database. This part of the Info Mart database is designed to keep all records that are extracted from various IDBs and subsequently merged, so that coherent reporting data at the lowest level of detail is gathered from the entire contact center and stored within a single data warehouse for as long as customers require detailed data. Genesys Info Mart further processes (transforms) GIDB data to create data representations useful for end-user reports. For more information, see [GIDB Tables](#).

*Merge tables* within the Info Mart database are intended for internal purposes only. They provide

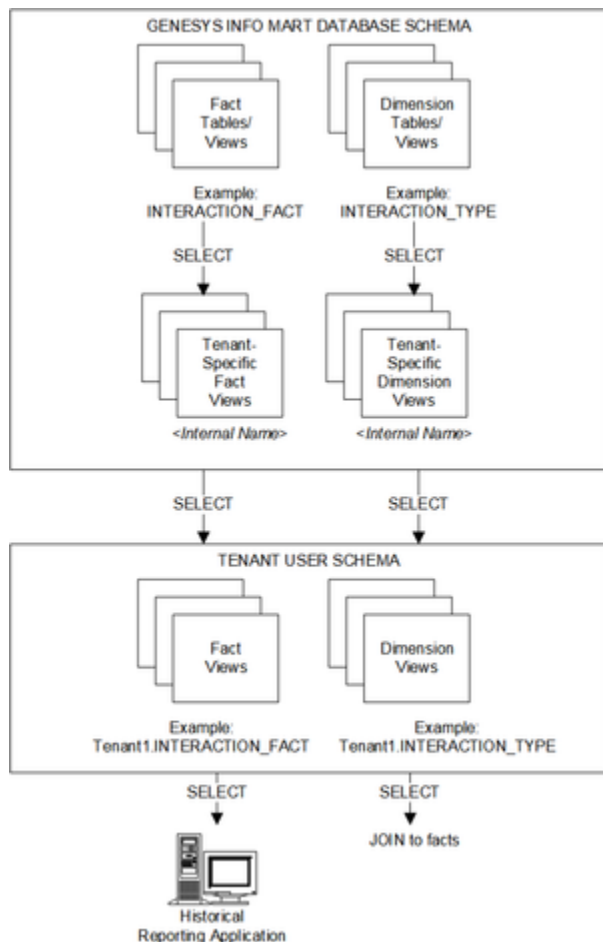


temporary storage for those interaction records that may be subject to the merge process. For more information, see [Merge Tables](#).

Most staging (STG\_\*) tables are intended for internal purposes only, with the exception of two tables that are useful for troubleshooting errors in the source data that cause ETL jobs to either generate exceptions or fail. For more information, see [Info Mart Service and Control Tables](#).

All temporary (TMP\_\*) tables are intended for internal purposes only. For more information, see [Temporary Tables](#).

The fact and dimension tables are depicted in the “Info Mart Database Owner/Schema” portion of the following diagram.



Genesys Info Mart Data Organization and Tenant Views View Large

## Dimension Views

The Genesys Info Mart database contains read-only views to present certain configuration details,

based on data in GIDB tables. These views provide configuration data that is not present in any tables in the dimensional model, but that Genesys Info Mart extracts to GIDB and uses for transformation of other data. Downstream reporting applications should query configuration data in Genesys Info Mart by using these views. In essence, these views are dimensions that serve the same purpose as dimension tables: to describe facts with attributes of a contact center environment.

The Genesys Info Mart database schema contains the following predefined dimension views:

- [CALLING\\_LIST](#)
- [CALLING\\_LIST\\_TO\\_CAMP\\_FACT](#)
- [CAMPAIGN](#)
- [CAMPAIGN](#)
- [GROUP\\_](#)
- [GROUP\\_TO\\_CAMPIGN\\_FACT](#)
- [PLACE](#)
- [PLACE\\_GROUP\\_FACT](#)
- [RESOURCE\\_GROUP\\_FACT](#)
- [RESOURCE\\_SKILL\\_FACT](#)
- [SKILL](#)
- [TENANT](#)

The [Genesys Info Mart Data Organization and Tenant Views](#) diagram shows dimension views along with dimension tables.

## User Data Tables

Genesys Info Mart provides both predefined and custom tables, to store user data supplied with interactions. This data allows interaction resource facts (IRFs) and, starting with release 8.1.2, mediation segment facts (MSFs) to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. A unified processing mechanism extracts deployment-specific business attributes from both call-based TEvents or Multimedia reporting protocol events (data that is attached by T-Server or Interaction Server, respectively) and EventUserEvents or EventCustomReporting events (data that is attached by other Genesys applications). Because the same logic is used to process these two types of data, they are collectively referred to as *user data*.

A customizable database schema enables you to treat each key-value pair (KVP) field as either a fact or a dimension and to store user-data KVPs in fact and dimension tables.

The following tables facilitate user-data processing:

- [IRF\\_USER\\_DATA\\_KEYS](#)
- [CTL\\_UD\\_TO\\_UDE\\_MAPPING](#)
- [CTL\\_UDE\\_KEYS\\_TO\\_DIM\\_MAPPING](#)

The target table for storage of user data depends on whether the user-data key name is predefined or custom, and whether the value is of high or low cardinality.

- *High-cardinality* user data refers to data for which there can be a very large number of possible values. A Customer ID number is an example of high-cardinality user data.
- *Low-cardinality* user data refers to data that has a limited range of possible values; there may be

multiple values of a specific type for a single interaction. Customer segment, service type, and service subtype are good examples of low-cardinality user data.

The following dimension, fact, and fact extension tables store user data:

- **INTERACTION\_DESCRIPTOR** — This table is provided with the default schema to store Genesys-defined, low-cardinality KVPs, such as service type and customer segment. This table requires no customization.
- **IRF\_USER\_DATA\_GEN\_1** — This table is provided with the default schema to store Genesys-defined, high-cardinality KVPs, such as case ID and customer ID. This table requires no customization.
- **IRF\_USER\_DATA\_CUST\_\*** — Any number of **IRF\_USER\_DATA\_CUST\_\*** fact extension tables can be added to the Info Mart schema to store high-cardinality user data. Genesys provides a template script for table creation. Use database performance considerations as your major guidance in determining the number of user-data tables that you deploy in your environment.
- **USER\_DATA\_CUST\_DIM\_\*** — Up to 800 **USER\_DATA\_CUST\_DIM\_\*** tables can be added to the Info Mart schema to store low-cardinality user data. Genesys provides a template script for table creation. The **IRF\_USER\_DATA\_KEYS** table has to be expanded accordingly to facilitate processing of low-cardinality user data.

For information about the template script and instructions on how to add custom user-data tables to the schema, refer to [Preparing Custom User-Data Storage](#) in the *Deployment Guide*.

The Deployment Guide also provides information about the **CTL\_UD\_TO\_UDE\_MAPPING** and **CTL\_UDE\_KEYS\_TO\_DIM\_MAPPING** service tables that are used for configuring user-data processing and storage.

## Time-Related Fields

The Genesys Info Mart model allows for uniform treatment of time references. The start and end timestamps in most fact tables represent the number of seconds that have elapsed since midnight of January 1, 1970. The start and end date and time in most tables are also stored as dimension references to the **DATE\_TIME** dimension.

The following four columns are standard in most of the fact tables:

- **START\_DATE\_TIME\_KEY** — Identifies the start of a 15-minute interval in which the fact 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 fact 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 **END\_TS** timestamp to an appropriate time zone.
- **START\_TS** — The date and time at which the fact began, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).
- **END\_TS** — The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

# Genesys Info Mart Tenant User Schema and Tenant Views

A Genesys-provided script, named `make_gim_view_for_tenant.sql`, is used to create read-only views to access data in the Genesys Info Mart fact and dimension tables.

The views are created in:

- **Genesys Info Mart database schema**, in both multi-tenant and single-tenant environments
- **Tenant User database schema**, in a multi-tenant environment

In a multi-tenant environment, the two types of views can be used in combination.

## Views in the Genesys Info Mart Database Schema

The purpose of these views (referred to as tenant-specific views in the **Genesys Info Mart Data Organization and Tenant Views** diagram) is to provide read-only access to data in the Genesys Info Mart database schema for tenant users who are working only with the data for a particular tenant. A separate set of views is created for each particular tenant. When the tenant administrator creates these views by using the `make_gim_view_for_tenant.sql` script, the script generates the names for created views.

Multi-tenant deployment applications should query Genesys Info Mart data by using these read-only views, instead of querying the tables and views that reside in the Genesys Info Mart database schema.

To restrict data access in single-tenant deployments, use the same script to create a similar set of read-only views. The data organization for the Tenant User that is shown in the **Genesys Info Mart Data Organization and Tenant Views** diagram is applicable to single-tenant deployments in which data-access views are created.

## Views in the Tenant User Database Schema

These views (shown within the Tenant User database schema in **Genesys Info Mart Data Organization and Tenant Views**) can be used to make data access more specific to the needs of a particular tenant user. The tenant administrator creates these views in separate Tenant User database schemas by using the same `make_gim_view_for_tenant.sql` script.

Because each tenant's data is exposed through a different database schema, tenant administrators can control user access to tenant-specific data.

Each Tenant User schema has a view on a single DATE\_TIME table, so each schema supports a single time zone. To provide reports in multiple time zones, the downstream report developer must use a separate Tenant User schema for each time zone.

The [Genesys Info Mart Data Organization and Tenant Views](#) diagram shows a Tenant User schema that contains table views for only one tenant. However, to simplify deployment of the reporting solution, Genesys Info Mart supports creating table views for more than one tenant in the same Tenant User schema. Therefore, the tenant administrator does not need to create a separate Tenant User schema for each combination of time zone and tenant. Instead, the tenant administrator can include all tenants, or a group of tenants, in a single schema per time zone. For more information, see [Creating Read-Only Tenant Views](#) in the *Genesys Info Mart 8.5 Deployment Guide*.

Each Tenant User database schema contains:

- Dimension views
- Fact views

The structure of the views created in the Tenant User database schema is identical to that of their underlying dimension and fact tables or views in the Genesys Info Mart database schema. For this reason, subject area diagrams and descriptions for the Tenant User views are not provided in this document.

A Tenant User database schema contains the following views, as well as additional views that are created for custom user data tables. For internal reasons in the case of some of the [dimension views](#), the Tenant User schema includes views of both the dimension view and its underlying table.

- |   |   |
|---|---|
| • <a href="#">ANCHOR_FLAGS</a>                | • <a href="#">CAMPAIGN_GROUP_STATE_FACT</a> |
| • <a href="#">ATTEMPT_DISPOSITION</a>         | • <a href="#">CDR_DIM1</a>                  |
| • <a href="#">BGS_BOT_DIM</a>                 | • <a href="#">CDR_FACT</a>                  |
| • <a href="#">BGS_BOT_NAME_DIM</a>            | • <a href="#">CHAT_SESSION_DIM</a>          |
| • <a href="#">BGS_SESSION_DIM</a>             | • <a href="#">CHAT_SESSION_FACT</a>         |
| • <a href="#">BGS_SESSION_FACT</a>            | • <a href="#">CHAT_THREAD_FACT</a>          |
| • <a href="#">CALLBACK_DIAL_RESULTS</a>       | • <a href="#">COBROWSE_END_REASON</a>       |
| • <a href="#">CALLBACK_DIM_1</a>              | • <a href="#">COBROWSE_FACT</a>             |
| • <a href="#">CALLBACK_DIM_2</a>              | • <a href="#">COBROWSE_MODE</a>             |
| • <a href="#">CALLBACK_DIM_3</a>              | • <a href="#">COBROWSE_PAGE</a>             |
| • <a href="#">CALLBACK_DIM_4</a>              | • <a href="#">COBROWSE_USER_AGENT</a>       |
| • <a href="#">CALLBACK_FACT</a>               | • <a href="#">CONTACT_ATTEMPT_FACT</a>      |
| • <a href="#">CALLING_LIST_METRIC_FACT</a>    | • <a href="#">CONTACT_INFO_TYPE</a>         |
| • <a href="#">CALL_RESULT</a>                 | • <a href="#">DATE_TIME</a>                 |
| • <a href="#">CAMPAIGN_GROUP_SESSION_FACT</a> | • <a href="#">DIALING_MODE</a>              |
| • <a href="#">CAMPAIGN_GROUP_STATE</a>        | • <a href="#">GPM_DIM1</a>                  |

- GPM\_FACT
  - GPM\_MODEL
  - GPM\_PREDICTOR
  - GPM\_RESULT
  - GROUP\_ANNEX
  - INTERACTION\_DESCRIPTOR
  - INTERACTION\_FACT
  - INTERACTION\_RESOURCE\_FACT
  - INTERACTION\_RESOURCE\_STATE
  - INTERACTION\_TYPE
  - IRF\_USER\_DATA\_GEN\_1
  - IRF\_USER\_DATA\_KEYS
  - IXN\_RESOURCE\_STATE\_FACT
  - LDR\_CAMPAIGN
  - LDR\_DEVICE
  - LDR\_FACT
  - LDR\_GROUP
  - LDR\_LIST
  - LDR\_POSTAL\_CODE
  - LDR\_RECORD
  - MEDIATION\_SEGMENT\_FACT
  - MEDIA\_ORIGIN
  - MEDIA\_TYPE
  - POST\_CALL\_SURVEY\_DIM\_1
  - POST\_CALL\_SURVEY\_DIM\_2
  - POST\_CALL\_SURVEY\_DIM\_3
  - POST\_CALL\_SURVEY\_DIM\_4
  - POST\_CALL\_SURVEY\_DIM\_5
  - POST\_CALL\_SURVEY\_DIM\_6
  - RECORD\_FIELD\_GROUP\_1
  - RECORD\_FIELD\_GROUP\_2
  - RECORD\_STATUS
  - RECORD\_TYPE
  - REQUESTED\_SKILL
  - REQUESTED\_SKILL\_COMBINATION
  - RESOURCE\_
  - RESOURCE\_ANNEX
  - RESOURCE\_GROUP\_COMBINATION
  - RESOURCE\_STATE
  - RESOURCE\_STATE\_REASON
  - ROUTING\_TARGET
  - SDR\_ACTIVITIES\_FACT
  - SDR\_ACTIVITY
  - SDR\_APPLICATION
  - SDR\_CALL\_DISPOSITION
  - SDR\_CALL\_TYPE
  - SDR\_CUST\_ATTRIBUTES
  - SDR\_CUST\_ATTRIBUTES\_FACT
  - SDR\_ENTRY\_POINT
  - SDR\_EXIT\_POINT
  - SDR\_EXT\_HTTP\_REST
  - SDR\_EXT\_REQUEST
  - SDR\_EXT\_REQUEST\_FACT
  - SDR\_EXT\_REQUEST\_OUTCOME
  - SDR\_EXT\_SERVICE\_OUTCOME
  - SDR\_GEO\_LOCATION
  - SDR\_INPUT
  - SDR\_INPUT\_OUTCOME
  - SDR\_LANGUAGE
  - SDR\_MESSAGE
  - SDR\_MILESTONE
  - SDR\_SESSION\_FACT
  - SDR\_SURVEY\_ANSWERS
  - SDR\_SURVEY\_FACT
  - SDR\_SURVEY\_I1
  - SDR\_SURVEY\_I2
  - SDR\_SURVEY\_QUESTIONS
  - SDR\_SURVEY\_QUESTIONS\_I1
  - SDR\_SURVEY\_QUESTIONS\_I2
  - SDR\_SURVEY\_QUESTIONS\_S1
-

- SDR\_SURVEY\_QUESTIONS\_S2
- SDR\_SURVEY\_S1
- SDR\_SURVEY\_S2
- SDR\_SURVEY\_SCORES
- SDR\_SURVEY\_STATUS
- SDR\_SURVEY\_TRANSCRIPT\_FACT
- SDR\_USER\_INPUT
- SDR\_USER\_INPUTS\_FACT
- SDR\_USER\_MILESTONE\_FACT
- SM\_MEDIA\_NEUTRAL\_STATE\_FACT
- SM\_RES\_SESSION\_FACT
- SM\_RES\_STATE\_FACT
- SM\_RES\_STATE\_REASON\_FACT
- STRATEGY
- TECHNICAL\_DESCRIPTOR
- TIME\_ZONE
- WORKBIN
- CALLING\_LIST\_TO\_CAMP\_FACT\_
- GROUP\_TO\_CAMPAIGN\_FACT\_
- PLACE\_GROUP\_FACT\_
- RESOURCE\_GROUP\_FACT\_
- RESOURCE\_SKILL\_FACT\_

## New in This Release

This page supplements the [New in Release 8.5.0](#) page in the *Deployment Guide*, to provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 releases, starting with the most recent release.

### 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 information about related documentation changes that were made in this document, see [What's New in the Documentation](#).

### New in Release 8.5.014.09

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, a new Info Mart dimension table, [GPM\\_DIM1](#), and nine new columns in the [GPM\\_FACT](#) table store the new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher. In addition, the values provided in some existing KVPs have been modified.  
For more information about the reporting KVPs sent by GPR, see [Integrate with Genesys Reporting](#) in the *GPR Deployment and Operations Guide*.
- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:
  - New tables, [CHAT\\_THREAD\\_FACT](#) and [MEDIA\\_ORIGIN](#), store data for chat thread statistics.
  - A new column in the [CHAT\\_SESSION\\_FACT](#) table, [THREAD\\_ID](#), has been included for future use, to associate chat session with chat thread reporting.

### New in Release 8.5.013.06

- **Enhanced omnichannel reporting** — Two new columns in the [SM\\_MEDIA\\_NEUTRAL\\_STATE\\_FACT](#) table, [END\\_DATE\\_TIME\\_KEY](#) and [RESOURCE\\_GROUP\\_COMBINATION\\_KEY](#), enhance support for reporting across all media channels.
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or



other monitoring purposes, new CDR\_\* tables have been added to the Info Mart database schema. The **make\_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR\_\* tables are populated in cloud deployments, they are considered reserved for internal use.

## New in Release 8.5.012.15

- In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher, Genesys Info Mart now supports reporting on Co-browse sessions. The following fact and dimension tables, which were originally added to the Info Mart schema in release 8.5.011.14, are no longer reserved:
  - COBROWSE\_END\_REASON**
  - COBROWSE\_FACT**
  - COBROWSE\_MODE**
  - COBROWSE\_PAGE**
  - COBROWSE\_USER\_AGENT**
- In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. The following new tables, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), store relevant fact and dimension data:
  - LDR\_FACT**
  - LDR\_CAMPAIGN**
  - LDR\_DEVICE**
  - LDR\_GROUP**
  - LDR\_LIST**
  - LDR\_POSTAL\_CODE**
  - LDR\_RECORD**

The LDR\_\* tables are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized. For links to more information about CX Contact historical reporting, see the [New in Release 8.5.012](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

## New in Release 8.5.011.18

- The GSW\_CALL\_TYPE column has been added to **IRF\_USER\_DATA\_GEN\_1** to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

## New in Release 8.5.011.14

- In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart supports detailed reporting on asynchronous (async) chat sessions.

The following new columns have been added to the **CHAT\_SESSION\_FACT** and **CHAT\_SESSION\_DIM** tables, to store async chat statistics in the Info Mart dimensional model database schema:

- CHAT\_SESSION\_FACT.ASYNC\_DORMANT\_COUNT • CHAT\_SESSION\_FACT.ACTIVE\_IDLE\_DURATION
- CHAT\_SESSION\_FACT.ASYNC\_DORMANT\_DURATION CHAT\_SESSION\_FACT.HANDLE\_COUNT
- CHAT\_SESSION\_FACT.ASYNC\_IDLE\_COUNT • CHAT\_SESSION\_FACT.HANDLE\_DURATION
- CHAT\_SESSION\_FACT.ASYNC\_IDLE\_DURATION • CHAT\_SESSION\_DIM.ASYNC\_MODE
- CHAT\_SESSION\_FACT.ACTIVE\_IDLE\_COUNT

For links to more information about async chat historical reporting, see the [New in Release 8.5.011.14](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

- Database schema improvements related to user data processing are as follows:
  - The index on the START\_DATE\_TIME\_KEY (I\_\*\_SDT) in the user data tables is now defined for partitioned databases. The index improves the performance of the export job, for which purpose the export job will add the index, when necessary, to existing databases at runtime. Previously, the indexes were added to the IRF\_USER\_DATA\_GEN\_1, IRF\_USER\_DATA\_KEYS, and IRF\_USER\_DATA\_CUST\_\* tables in the schema-creation script for nonpartitioned databases (**make\_gim\_UDE\_template.sql**), but not in the script for partitioned databases (**make\_gim\_UDE\_template\_partitioned.sql**).
  - To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF\_USER\_DATA\_KEYS table are added as nullable and without default values.
- The STG\_TRANSFORM\_DISCARDS.TABLE\_NAME column has been increased from 30 to 255 characters.
- In preparation for future support of a new data source, the following new tables have been added to the Info Mart database schema:
  - COBROWSE\_FACT
  - COBROWSE\_END\_REASON
  - COBROWSE\_MODE
  - COBROWSE\_PAGE
  - COBROWSE\_USER\_AGENT

## New in Release 8.5.011

- In eServices deployments with Chat Server release 8.5.203.09 or higher, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. In deployments that include Bot Gateway Server (BGS) release 9.0.002 or higher, Genesys Info Mart also supports reporting on chat bot activity. (BGS is currently available only in restricted release.)

The following new tables, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), store chat- and BGS-related data:

- CHAT\_SESSION\_FACT
- CHAT\_SESSION\_DIM
- BGS\_SESSION\_FACT
- BGS\_SESSION\_DIM
- BGS\_BOT\_DIM
- BGS\_BOT\_NAME\_DIM

A control table, CTL\_XML\_CONFIG, is used internally to map Chat Server KVPs and BGS reporting data attributes to the respective CHAT\_\* and BGS\_\* tables during transformation.

For links to more information about chat session and chat bot historical reporting, see the [New in Release 8.5.011](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

- To improve the robustness of queries that involve the **GPM\_FACT** table (for example, when converting from a nonpartitioned to a partitioned database), the START\_DATE\_TIME\_KEY is now part of the

composite primary key for the GPM\_FACT table in nonpartitioned as well as partitioned databases.

## New in Release 8.5.010.16

- Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the **CTL\_GDPR\_HISTORY** history table has been similarly extended.

- The UPDATE\_AUDIT\_KEY column was added to the following tables:

<b>CALLBACK_FACT</b>	<b>SDR_EXT_REQUEST_FACT</b>	<b>SDR_USER_INPUTS_FACT</b>
<b>GPM_FACT</b>	<b>SDR_SESSION_FACT</b>	<b>SDR_USER_MILESTONE_FACT</b>
<b>SDR_ACTIVITIES_FACT</b>	<b>SDR_SURVEY_FACT</b>	
<b>SDR_CUST_ATTRIBUTES_FACT</b>	<b>SDR_SURVEY_TRANSCRIPT_FACT</b>	

For tables that might contain personally identifiable information (PII), the presence of the audit key enables enhanced GDPR support in deployments that include the Data Export feature.

## New in Release 8.5.010

- To enable customers to comply with General Data Protection Regulation (GDPR) Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart exports or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. New control tables (CTL\_GDPR\_HISTORY, CTL\_GDPR\_HWM, CTL\_KEY\_TO\_CAF\_MAPPING) and a number of new temporary (TMP\_\*) tables support this functionality. The **CTL\_GDPR\_HISTORY** table reports the actual PII data that was requested for export or was redacted because of a "forget" request.
- In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. In preparation for future support of these alternative data channels, the following schema changes have been made:
  - A new column in the **CTL\_TRANSFORM\_HISTORY** table, **HWM\_VALUE2**, provides supplemental information for HWMs that might require nonnumeric values for context.
  - In Microsoft SQL Server deployments, the data types of some columns in a number of dimension tables have changed, to support Unicode characters in both single- and multi-language databases. For full details, see the [Physical Data Model for Microsoft SQL Server](#).

## New in Release 8.5.009.20

- New tables and columns, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), extend support for Callback reporting by providing more data about dialing attempts and dial results.
  - Two new dimension tables, **CALLBACK\_DIAL\_RESULTS** and **CALLBACK\_DIM\_4**, have been added.
  - The following columns have been added to the **CALLBACK\_FACT** table:
 

<b>CALLBACK_DIAL_RESULTS_KEY</b>	<b>CUSTOMER_ANI</b>	<b>DIAL_5_TS</b>
<b>CALLBACK_DIM_4_KEY</b>	<b>DIAL_1_TS through</b>	<b>EWT_THRESHOLD_WHEN_OFFERED</b>

EWT_WHEN_LAST_DIAL	ORIGINATION_IXN_ID	PRIORITY_WHEN_C_CONNECTED
EWT_WHEN_REJECTED	ORS_SESSION_ID	PRIORITY_WHEN_CB_ACCEPTED
FIRST_OUT_IXN_ID	POS_WHEN_LAST_DIAL	SERVICE_END_TS
LAST_OUT_IXN_ID	PRIORITY_WHEN_A_CONNECTED	WAITED_BEFORE_OFFER_TIME

The columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs. For more information about the KVPs that GMS supports, see [Genesys Mobile Services \(GMS\) — for Callback](#) in the *Genesys Info Mart Deployment Guide*.

### Important

If you use the Data Export feature, ensure that you modify your target database schema and import processing to match the Info Mart schema changes.

- The index `I_GPM_FACT_SDT`, on the `START_DATE_TIME_KEY` in the `GPM_FACT` table, is now defined for partitioned databases. The index improves the performance of queries that are bounded by time. Previously, the index was added to the `GPM_FACT` table in the schema-creation script for nonpartitioned databases (**`make_gim.sql`**), but not in the script for partitioned databases (**`make_gim_partitioned.sql`**).

## New in Release 8.5.009

- In premise deployments, Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. The following new **`GPM_*`** tables in the Info Mart schema store GPR-related data:
  - `GPM_FACT`**
  - `GPM_RESULT`**
  - `GPM_PREDICTOR`**
  - `GPM_MODEL`**
- Audit keys were added to the `CTL_TRANSFORM_HWM` and **`CTL_TRANSFORM_HISTORY`** control tables, as well as to a number of staging tables.

## New in Release 8.5.008.29

- The following new `SDR_*` fact and dimension tables, which are defined in the database-creation scripts (**`make_gim.sql`**, **`make_gim_partitioned.sql`**, **`make_gim_multilang.sql`**, or **`make_gim_multilang_partitioned.sql`**), have been added:
  - `SDR_SURVEY_FACT`**
  - `SDR_SURVEY_QUESTIONS`**

- **SDR\_SURVEY\_ANSWERS**
- In deployments that support Session Detail Record (SDR) reporting, the way Genesys Info Mart stores URL values in the SDR\_EXT\_HTTP\_REST table has changed. For more information, see **SDR\_EXT\_HTTP\_REST.URL**.

## New in Release 8.5.008

- The following changes have been made to CALLBACK\_FACT columns: The data type of DS\_AUDIT\_KEY has been increased from 10 to 19 digits; a default value (0) has been added for LAST\_CALLBACK\_OFFERED\_TS.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new column has been added to the previously implemented SDR\_\* fact and dimension tables: SDR\_CALL\_TYPE.MEDIA\_TYPE.
  - The following SDR\_USER\_INPUTS\_FACT columns have been modified: START\_TS\_MS is no longer mandatory; UTTERANCE and INTERPRETATION have been increased to 512 chars.
- To support internal performance improvements, additional fields have been added to indexes in the GIDB\_GC\_\* tables.

## New in Release 8.5.007

- In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. The data type for INTERACTION\_FACT.SUBJECT has been extended from 255 to 1024 characters to accommodate this enhancement. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, as defined now in the user-data template scripts (**make\_gim\_UDE\_template\*.sql**). Previously, the limit was 255 characters.
- Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make\_gim\_multilang.sql** or **make\_gim\_multilang\_partitioned.sql**) uses nvarchar instead of varchar data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see **Configuring for Multi-Language Support** in the *Interaction Concentrator Deployment Guide*). Note that in the Unicode schema certain internally used fields, such as CTL\_UD\_TO\_UDE\_MAPPING.UDE\_TABLE\_NAME, retain the varchar data type.

### Important

There is no migration path from an existing Info Mart database to a Unicode one. Contact Genesys Customer Care if you need assistance with data transfer.

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR\_\* fact and dimension tables, which are defined in the make\_gim.sql and make\_gim\_partitioned.sql scripts, have been added: SDR\_ACTIVITIES\_FACT, SDR\_ACTIVITY, SDR\_SURVEY\_I1, SDR\_SURVEY\_I2, SDR\_SURVEY\_QUESTIONS\_I1, SDR\_SURVEY\_QUESTIONS\_I2, SDR\_SURVEY\_QUESTIONS\_S1, SDR\_SURVEY\_QUESTIONS\_S2, SDR\_SURVEY\_S1, SDR\_SURVEY\_S2, SDR\_SURVEY\_SCORES, SDR\_SURVEY\_STATUS.
  - The following new columns have been added to the previously implemented SDR\_\* fact and dimension tables: SDR\_CALL\_DISPOSITION.FINAL\_DISPOSITION, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_I1\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_I2\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_S1\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_S2\_KEY, SDR\_SURVEY\_STATUS.OFFER.

## New in Release 8.5.006

- A new propagation rule, **IRF\_ROUTE**, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource (where additional changes might be made to the key's value).
- A new column, **TARGET\_ADDRESS**, has been added to the INTERACTION\_RESOURCE\_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.
- In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

## New in Release 8.5.005

- Following the initial 8.5.005 release, starting with release 8.5.005.20, a new table, **SDR\_SURVEY\_TRANSCRIPT\_FACT**, has been added to the schema to support survey transcription data.
- Genesys Info Mart now supports reporting on **Genesys Callback** activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box.

Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated tables, which were initially introduced in an earlier Genesys Info Mart release:

- **CALLBACK\_FACT**
- **CALLBACK\_DIM\_1**
- **CALLBACK\_DIM\_2**
- **CALLBACK\_DIM\_3**

Additionally, new values have been added to the following columns in conjunction with Callback support implementation:

- OUTBOUNDCALLBACK in the INTERACTION\_TYPE.INTERACTION\_SUBTYPE column
- DEFERRED and INCOMPLETE in the TECHNICAL\_DESCRIPTOR.TECHNICAL\_RESULT column
- CALLBACKACCEPTED in the TECHNICAL\_DESCRIPTOR.RESULT\_REASON column

Genesys Callback reporting requires Interaction Concentrator 8.1.500.04 or higher and GMS 8.5.102.11 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the [Genesys Info Mart Deployment Guide](#).

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR\_\* fact and dimension tables, which are defined in the make\_gim.sql and make\_gim\_partitioned.sql scripts, have been added: SDR\_CUST\_ATTRIBUTES, SDR\_CUST\_ATTRIBUTES\_FACT, SDR\_SURVEY\_I1, SDR\_SURVEY\_I2, SDR\_SURVEY\_S1, SDR\_SURVEY\_S2, SDR\_SURVEY\_STATUS, SDR\_SURVEY\_SCORES.

## New in Release 8.5.004

- Genesys Info Mart now supports reporting on how much time a particular interaction was in focus (that is, actively being processed) on the agent desktop. Two new columns, FOCUS\_TIME\_COUNT and FOCUS\_TIME\_DURATION in the INTERACTION\_RESOURCE\_FACT (IRF) table, store focus time data. This functionality requires Workspace Desktop Edition (WDE) release 8.5.112.08 or higher and Interaction Concentrator release 8.1.507.06 or higher.
- Genesys Info Mart now stores data that enables you to determine who ended a chat session. If a customer leaves the chat session before the agent, a new flag, called CUSTOMER\_LEFT\_FIRST, is added to the ANCHOR\_FLAGS dimension and is set in the IRF.ANCHOR\_FLAGS\_KEY field. For conference calls, the flag is set for each IRF record that is active when the customer left the chat session. The time when the customer left the chat, or the time when the agent stopped the chat session is stored in the IRF.IRF\_ANCHOR\_TS column. (IRF\_ANCHOR\_TS is the new name for the column that was called IRF\_ANCHOR\_SENT\_TS in release 8.5.003 and IRF\_ANCHOR\_DATE\_TIME\_KEY prior to that.) The IRF\_ANCHOR\_TS column is populated in each IRF record that is active when the customer leaves the chat session. To support this functionality, Interaction Concentrator release 8.1.507.06 or higher is required.
- In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time, if so configured. Two new columns, ASM\_COUNT and ASM\_ENGAGE\_DURATION in the IRF table, are populated based on the setting for the new configuration option, populate-irf-asm-engage-duration. (The default option value is false.) Genesys Info Mart requires that OCS attaches a special KVP, GSW\_CALL\_TYPE="ENGAGING", to identify engaging calls.
- To improve processing of user data that is attached during mediation, a new column, USERDATA\_FLAG, has been added to the MEDIATION\_SEGMENT\_FACT (MSF) table. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- The field IRF.LAST\_INTERACTION\_RESOURCE is now supported for all media types. Release 8.5.003 supported this field only for voice interactions. Prior to release 8.5.003, this field was reserved.
- Starting with release 8.5.003.17, to distinguish an agent from other persons in a contact center, a newly introduced value, Person, is set in the RESOURCE\_.RESOURCE\_SUBTYPE column for any persons who are not agents. The previously existing value, Agent, is now used in the RESOURCE\_.RESOURCE\_SUBTYPE column only to identify Agents (that is, the resources for whom the

IsAgent flag is set in the Person configuration object). Both subtypes are associated with the Agent resource type that is stored in the RESOURCE\_.RESOURCE\_TYPE column.

## New in Release 8.5.003

- To enhance Tenant metrics to include active multimedia interactions that have not yet been handled, two new columns, ANCHOR\_ID and ANCHOR\_SDT\_KEY, are added to the INTERACTION\_FACT table. Values in these columns are derived as follows:
  - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR\_ID based on the INTERACTION\_RESOURCE\_ID of the INTERACTION\_RESOURCE\_FACT (IRF) record with IRF\_ANCHOR = 1. The ANCHOR\_SDT\_KEY value in this case equals the START\_DATE\_TIME\_KEY of the same IRF record.
  - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR\_ID based on the MEDIATION\_SEGMENT\_ID of the MEDIATION\_SEGMENT\_FACT (MSF) record for the most recent mediation DN. The ANCHOR\_SDT\_KEY value in this case equals the START\_DATE\_TIME\_KEY of the same MSF record.
- To enable Unicode characters support on Oracle databases, the fields with the varchar data types now use the explicit CHAR character length semantics.
- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD\_FIELD\_41 through RECORD\_FIELD\_60) of the varchar data type are added to the CONTACT\_ATTEMPT\_FACT table.
- A new column, CREATE\_AUDIT\_KEY, has been added to the SM\_MEDIA\_NEUTRAL\_STATE\_FACT table.
- In the INTERACTION\_RESOURCE\_FACT table, the name of the IRF\_ANCHOR\_DATE\_TIME\_KEY column is changed to IRF\_ANCHOR\_SENT\_TS.
- A previously reserved field, LAST\_INTERACTION\_RESOURCE, in the INTERACTION\_RESOURCE\_FACT table is now populated for voice interactions.
- New combinations in the TECHNICAL\_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.
  - Completed/Archived/InConference/Unspecified
  - Completed/Archived/InConference/ConferenceInitiator
  - Completed/Archived/InConference/ConferenceJoined
  - Completed/Archived/InitiatedConsult/Unspecified
  - Completed/Archived/ReceivedConsult/Unspecified
  - Completed/Archived/ReceivedRequest/Unspecified
  - Completed/Canceled/InConference/Unspecified
  - Completed/Canceled/InConference/ConferenceInitiator
  - Completed/Canceled/InConference/ConferenceJoined
  - Completed/Canceled/InitiatedConsult/Unspecified
  - Completed/Canceled/ReceivedConsult/Unspecified
  - Completed/Canceled/ReceivedRequest/Unspecified



- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.
  - PUSH\_DELIVERY\_CONFIRMED\_TS field has been added to the CALLBACK\_FACT table.
  - CUSTOMER\_READY\_TO\_START\_IXN\_TS field has been added to the CALLBACK\_FACT table.
  - DESIRED\_TIME field in the CALLBACK\_FACT table has been renamed to DESIRED\_TIME\_TS.
  - A constraint, NOT NULL, has been added for the DESIRED\_TIME\_TS field (with a default value of 0).
- For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, new tables can be added to the Info Mart installation database by using the appropriate post-call survey script (**make\_gim\_post\_call\_survey.sql**, **make\_gim\_post\_call\_survey\_partitioned.sql**, **make\_gim\_post\_call\_survey\_multilang.sql**, or **make\_gim\_post\_call\_survey\_multilang\_partitioned.sql**).

## New in Release 8.5.002

- To support reporting on media-neutral agent states, a new fact table, SM\_MEDIA\_NEUTRAL\_STATE\_FACT, stores the summarized states for each agent across all media. Population of the table is controlled by a new configuration option, **populate-media-neutral-sm-facts**. Priority of agent states relative to each other is controlled with an existing configuration option, **sm-resource-state-priority**.
- To provide Call Detail Record (CDR) data, a new database view, CDR, has been added to the Info Mart schema. The CDR view is based on the INTERACTION\_RESOURCE\_FACT table and MEDIA\_TYPE, INTERACTION\_TYPE, RESOURCE\_, TECHNICAL\_DESCRIPTOR, and DATE\_TIME dimension tables. The DATE\_TIME dimension is presented as a new CDR\_DATE\_TIME view, for purposes of CDR data reporting.

## New in Release 8.5.001

- To assist in exporting and archiving data, audit keys (CREATE\_AUDIT\_KEY and UPDATE\_AUDIT\_KEY) have been added to user-data fact extension tables:
    - IRF\_USER\_DATA\_CUST\_1
    - IRF\_USER\_DATA\_GEN\_1
    - IRF\_USER\_DATA\_KEYS
  - To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as index-organized in Oracle).
  - A new role reason and technical result reason, IntroducedTransfer, identify IRFs for agents involved in an introduced transfer. For information about when a conference qualifies as an introduced transfer, see the description of the new configuration option, introduced-transfer-threshold.
  - A new interaction subtype, InternalConferenceInvite, supports simplified, more meaningful reporting on chat conferences or consultations through a queue, by identifying the subordinate interactions that the agent desktop uses to implement the interaction flow.
-

- Support for reporting on chat consultations affects the population of various IRF metrics. For more information, see [IRF details](#) in the section about documentation changes.
- Population of thread-related columns in the ANCHOR\_FLAGS table is no longer enabled by default. A new configuration option, populate-thread-facts, controls whether thread-related metrics will be populated. Enabling this functionality might negatively impact Genesys Info Mart performance.
- The initial 8.5.001 release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition, release 8.1.402.07 included schema and configuration changes to prepare Genesys Info Mart to support additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services. The following observable changes in the Info Mart schema support functionality in a future release:
  - New SDR\_\* fact and dimension tables
  - A new CALLBACK\_FACT table and new callback dimension tables (CALLBACK\_DIM\_1, CALLBACK\_DIM\_2, CALLBACK\_DIM\_3)
  - User data mapping for additional KVPs

# Summary of Info Mart Schema Changes

The following table summarizes Genesys Info Mart schema changes between 8.x releases, for all supported RDBMS types. Some of the changes listed might not apply to the RDBMS you use.

## 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.

## Tip

Type in the Search box to quickly filter the table by release, table name, type of change, and so on. Alternatively, click a column header to sort the table to group entries. Click the table name in an entry to link to a full description of the table.

Table	Column	Changed in release	Type of change	More information
BGS_BOT_DIM		8.5.011	Table added	<a href="#">See table</a>
BGS_BOT_NAME_DIM		8.5.011	Table added	<a href="#">See table</a>
BGS_SESSION_DIM		8.5.011	Table added	<a href="#">See table</a>
BGS_SESSION_FACT		8.5.011	Table added	<a href="#">See table</a>
CALLBACK_DIAL_RESULTS		8.5.009.20	Table added	<a href="#">See table</a>
CALLBACK_DIM_1		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	<a href="#">See table</a>
CALLBACK_DIM_2		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	<a href="#">See table</a>
CALLBACK_DIM_3		8.1.402. Supported for on-premises deployments	Table added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
		starting with release 8.5.005.		
CALLBACK_DIM_4		8.5.009.20	Table added	<a href="#">See table</a>
CALLBACK_FACT		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	<a href="#">See table</a>
CDR_DIM1		8.5.013.06	Table added	<a href="#">See table</a>
CDR_FACT		8.5.013.06	Table added	<a href="#">See table</a>
CHAT_SESSION_DIM		8.5.011	Table added	<a href="#">See table</a>
CHAT_SESSION_FACT		8.5.011	Table added	<a href="#">See table</a>
CHAT_THREAD_FACT		8.5.014.09	Table added	<a href="#">See table</a>
COBROWSE_END_REASON		8.5.011.14	Table added	<a href="#">See table</a>
COBROWSE_FACT		8.5.011.14	Table added	<a href="#">See table</a>
COBROWSE_MODE		8.5.011.14	Table added	<a href="#">See table</a>
COBROWSE_PAGE		8.5.011.14	Table added	<a href="#">See table</a>
COBROWSE_USER_AGENT		8.5.011.14	Table added	<a href="#">See table</a>
CTL_GDPR_HISTORY		8.5.010	Table added	<a href="#">See table</a>
GPM_DIM1		8.5.014.09	Table added	<a href="#">See table</a>
GPM_FACT		8.5.009	Table added	<a href="#">See table</a>
GPM_MODEL		8.5.009	Table added	<a href="#">See table</a>
GPM_PREDICTOR		8.5.009	Table added	<a href="#">See table</a>
GPM_RESULT		8.5.009	Table added	<a href="#">See table</a>
GROUP_ANNEX		8.1.4	Table added	<a href="#">See table</a>
LDR_CAMPAIGN		8.5.012.15	Table added	<a href="#">See table</a>
LDR_DEVICE		8.5.012.15	Table added	<a href="#">See table</a>
LDR_FACT		8.5.012.15	Table added	<a href="#">See table</a>
LDR_GROUP		8.5.012.15	Table added	<a href="#">See table</a>
LDR_LIST		8.5.012.15	Table added	<a href="#">See table</a>
LDR_POSTAL_CODE		8.5.012.15	Table added	<a href="#">See table</a>
LDR_RECORD		8.5.012.15	Table added	<a href="#">See table</a>
MEDIA_ORIGIN		8.5.014.09	Table added	<a href="#">See table</a>
POST_CALL_SURVEY_DIM_1		8.5.003. Supported in certain deployments only.	Table added	<a href="#">See table</a>
POST_CALL_SURVEY_DIM_2		8.5.003. Supported in certain	Table added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
		deployments only.		
POST_CALL_SURVEY_DIM_3		8.5.003. Supported in certain deployments only.	Table added	<a href="#">See table</a>
POST_CALL_SURVEY_DIM_4		8.5.003. Supported in certain deployments only.	Table added	<a href="#">See table</a>
POST_CALL_SURVEY_DIM_5		8.5.003. Supported in certain deployments only.	Table added	<a href="#">See table</a>
POST_CALL_SURVEY_DIM_6		8.5.003. Supported in certain deployments only.	Table added	<a href="#">See table</a>
SDR_ACTIVITIES_FACT		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_ACTIVITY		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_APPLICATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_CALL_DISPOSITION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_CALL_TYPE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_CUST_ATTRIBUTES		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_CUST_ATTRIBUTES_FACT		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_ENTRY_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_EXIT_POINT		8.5.001. Supported	Table added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
		in Genesys Engage cloud deployments only.		
SDR_EXT_HTTP_REST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_EXT_REQUEST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_EXT_REQUEST_FACT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_EXT_REQUEST_OUTCOME		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_EXT_SERVICE_OUTCOME		8.5.004. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_GEO_LOCATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_INPUT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_INPUT_OUTCOME		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_LANGUAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_MESSAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_MILESTONE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SESSION_FACT		8.5.001	Table added	<a href="#">See table</a>
SDR_SURVEY_ANSWERS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_FACT		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_I1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_I2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_QUESTIONS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_QUESTIONS_I1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_QUESTIONS_I2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_QUESTIONS_S1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_QUESTIONS_S2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_S1		8.5.005. Supported in certain Genesys Engage cloud	Table added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
		deployments only.		
SDR_SURVEY_S2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_SCORES		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_STATUS		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_SURVEY_TRANSCRIPT_FACT		8.5.005.20. Supported in certain Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SDR_USER_INPUT		8.5.004.09	Table added	<a href="#">See table</a>
SDR_USER_INPUTS_FACT		8.5.004.09	Table added	<a href="#">See table</a>
SDR_USER_MILESTONE_FACT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	<a href="#">See table</a>
SM_MEDIA_NEUTRAL_STATE_FACT		8.5.002	Table added	<a href="#">See table</a>
ANCHOR_FLAGS	CUSTOMER_LEFT_FIRST	8.5.004	Column added	<a href="#">See table</a>
CALLBACK_FACT	CALLBACK_DIAL_RESULT_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	CALLBACK_DIM_4_KEY	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	CUSTOMER_ANI	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	CUSTOMER_READY_TO_TALK_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	DESIRED_TIME_TS	8.5.003 (renamed from DESIRED_TIME)	Column added	<a href="#">See table</a>
CALLBACK_FACT	DIAL_1_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	DIAL_2_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	DIAL_3_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	DIAL_4_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	DIAL_5_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	EWT_THRESHOLD_WHEN_DENIED	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	EWT_WHEN_LAST_DIAL	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	EWT_WHEN_REJECTED	8.5.009.20	Column added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information



Table	Column	Changed in release	Type of change	More information
CALLBACK_FACT	FIRST_OUT_I_XN_ID	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	LAST_OUT_I_XN_ID	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	ORIGINATION_I_XN_ID	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	ORS_SESSION_ID	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	POS_WHEN_LAST_DIAB	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	PRIORITY_WHEN_A_CON	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	PRIORITY_WHEN_CB_A	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	PRIORITY_WHEN_C_CON	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	PUSH_DELIVERY_CON	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	SERVICE_END_TS	8.5.009.20	Column added	<a href="#">See table</a>
CALLBACK_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
CALLBACK_FACT	WAITED_BEFORE_OFFB	8.5.010.20	Column added	<a href="#">See table</a>
CHAT_SESSION_DIM	ASYNC_MODE	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ACTIVE_IDLE_COUNT	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ACTIVE_IDLE_DURATION	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ASYNC_DORMANT_CON	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ASYNC_DORMANT_DUR	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ASYNC_IDLE_COUNT	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	ASYNC_IDLE_DURATION	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	HANDLE_COUNT	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	HANDLE_DURATION	8.5.011.14	Column added	<a href="#">See table</a>
CHAT_SESSION_FACT	THREAD_ID	8.5.014.09	Column added	<a href="#">See table</a>
CONTACT_ATTEMPT_FACT	RECORD_FIELD_31 through RECORD_FIELD_60	8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)	Column added	<a href="#">See table</a>
CTL_TRANSFORM_HISTORY	TRANSFORM_KEY	8.5.009	Column added	<a href="#">See table</a>
CTL_TRANSFORM_HISTORY	TRANSFORM_VALUE2	8.5.010	Column added	<a href="#">See table</a>
CTL_UD_TO_UDE_MAP	CONVERT_EXPRESSION	8.1.201	Column added	<a href="#">See table</a>
GPM_FACT	ADJUSTED_SCORE	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	DEFAULT_SCORE	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	DEFAULT_SCORES_COUNT	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	DEFAULT_SCORE_USED	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	FINAL_SCORE_THRESHOLD	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	GLOBAL_SCORES_COUNT	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	GPM_DIM1_KEY	8.5.014.09	Column added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
GPM_FACT	INITIAL_SCORE_THRESHOLD	8.5.004.09	Column added	<a href="#">See table</a>
GPM_FACT	SUITABLE_AGENTS_COUNT	8.5.014.09	Column added	<a href="#">See table</a>
GPM_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
INTERACTION_FACT	ANCHOR_ID	8.5.003	Column added	<a href="#">See table</a>
INTERACTION_FACT	ANCHOR_SDT_KEY	8.5.003	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	ASMP_COUNT	8.5.004	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	ASMP_AVERAGE_DURATION	8.5.004	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_FACTIME_COUNT	8.5.004	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_FACTIME_DURATION	8.5.004	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_TS	8.5.004 (renamed from IRF_ANCHOR_SENT_TS)	Column added	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_FACT_ADDRESS	8.5.006	Column added	<a href="#">See table</a>
IRF_USER_DATA_CUST_CREATE	CREATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
IRF_USER_DATA_CUST_UPDATE	UPDATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
IRF_USER_DATA_GEN_CREATE	CREATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
IRF_USER_DATA_GEN_GSW_CALL	TYPE	8.5.011.18	Column added	<a href="#">See table</a>
IRF_USER_DATA_GEN_SERVICE	ID	8.1.402	Column added	<a href="#">See table</a>
IRF_USER_DATA_GEN_SERVICE	START_TS	8.1.402	Column added	<a href="#">See table</a>
IRF_USER_DATA_GEN_UPDATE	UPDATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
IRF_USER_DATA_KEYS_CREATE	CREATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
IRF_USER_DATA_KEYS_UPDATE	UPDATE_AUDIT_KEY	8.5.001	Column added	<a href="#">See table</a>
MEDIATION_SEGMENT_USAGE	DATA_FLAG	8.5.004	Column added	<a href="#">See table</a>
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_CALL_DISPOSITION_FACT	FINAL_DISPOSITION	8.5.007	Column added	<a href="#">See table</a>
SDR_CALL_TYPE	MEDIA_TYPE	8.5.008	Column added	<a href="#">See table</a>
SDR_CUST_ATTRIBUTES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I1_KEY	8.5.007	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I2_KEY	8.5.007	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I3_KEY	8.5.007	Column added	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_KEY	8.5.007	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	8.5.005	Column added	<a href="#">See table</a>
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_SURVEY_STATUSOFFER		8.5.007	Column added	<a href="#">See table</a>
SDR_SURVEY_TRANSACTION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	<a href="#">See table</a>
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	8.5.003	Column added	<a href="#">See table</a>
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATETIME_KEY	8.5.013.06	Column added	<a href="#">See table</a>
SM_MEDIA_NEUTRAL_STATE_FACT	STRUCTURE_GROUP_COMBINATION_KEY	8.5.010.06	Column added	<a href="#">See table</a>
CALLBACK_FACT	DESIRED_TIME	8.5.003 (renamed to DESIRED_TIME_TS)	Column discontinued	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_DATE_TIME_KEY	8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	Column discontinued	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.004 (renamed to IRF_ANCHOR_TS)	Column discontinued	<a href="#">See table</a>
SDR_SURVEY_STATUSRECORDING		8.5.008	Column discontinued	<a href="#">See table</a>
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_1	CHANNEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
CALLBACK_DIM_1	CONNECT_ORDER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_2	CALL_DIRECTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_2	OFFER_TIMING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_DIM_3	FINAL_TARGET	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_FACT	DS_AUDIT_KEY	8.5.008	Column modified (data type increased from 10 to 19 digits)	<a href="#">See table</a>
CALLBACK_FACT	FIRST_OUT_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
CALLBACK_FACT	LAST_CALLBACK_OFFER_ID	8.5.010	Column modified	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(default value added)	
CALLBACK_FACT	LAST_OUT_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORIGINATION_I_XN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
COBROWSE_FACT	PAGE_QUERY	8.5.012.15	Column modified (No longer a mandatory field)	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.001	Column modified (IRF_INITIAL value is added).	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.006	Column modified (IRF_ROUTE value is added)	See table
GPM_FACT	MEDIA_SERVER_I_XN_GUID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
GPM_FACT	MESSAGE	8.5.009.20	Column modified (default value no longer defined)	See table
GPM_FACT	START_DATE_TIME_KEY	8.5.011	Column modified (added to the composite primary key in nonpartitioned databases)	See table
GPM_MODEL	MODEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in single-language databases)	
GPM_MODEL	MODEL_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_PREDICTOR	PREDICTOR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_PREDICTOR	PREDICTOR_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_RESULT	CUSTOMER_FOUND	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_RESULT	GPM_MODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_RESULT	GPM_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_RESULT	GPM_STATUS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
GPM_RESULT	GPM_USE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in single-language databases)	
INTERACTION_DESCRIPTION	BUSINESS_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
INTERACTION_DESCRIPTION	CUSTOMER_SEGMENT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
INTERACTION_DESCRIPTION	SERVICE_SUBTYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
INTERACTION_DESCRIPTION	SERVICE_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
INTERACTION_FACT	STATUS	8.5.001	Column modified (error code 26 added)	<a href="#">See table</a>
INTERACTION_FACT	SUBJECT	8.5.007	Column modified (data type extended from 255 to 1024 characters)	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	RESOURCE_FLAGS_KEY	8.5.004	Column modified (scope extended)	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	CONSULT_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	<a href="#">See table</a>
INTERACTION_RESOURCE_FACT	CONSULT_RING_COUNT	8.5.001	Column modified (scope expanded to include chat)	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			consultations)	
INTERACTION_RESOURCE	CONSULTV_RING_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	<a href="#">See table</a>
INTERACTION_RESOURCE	CONSULTV_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	<a href="#">See table</a>
INTERACTION_RESOURCE	CONSULTV_TALK_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	<a href="#">See table</a>
INTERACTION_RESOURCE	LAST_INTERACTION_RESOURCE	8.5.003 and 8.5.004	Column modified (behavior changed)	<a href="#">See table</a>
INTERACTION_RESOURCE	QUEUE_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	<a href="#">See table</a>
INTERACTION_RESOURCE	QUEUE_POINT_DURATION	8.1.3, 8.1.4	Column modified (behavior changed)	<a href="#">See table</a>
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.001	Column modified (InternalConference subtype added)	<a href="#">See table</a>
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.005	Column modified (OutboundCallback subtype added)	<a href="#">See table</a>
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.006	Column modified (INTERNALCONFERENCE subtype added)	<a href="#">See table</a>
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.006	Column modified (OUTBOUNDCALLBACK subtype added)	<a href="#">See table</a>
IRF_USER_DATA_CUSTOM	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.005.09	Column modified (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the <b>make_gim_UDE_templates.sql</b> script, which used to provide examples of date/time and numeric data types and default values,	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information



Table	Column	Changed in release	Type of change	More information
			were changed to character data types).	
IRF_USER_DATA_CUSTOM_DATA_1 through CUSTOM_DATA_16	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.007	Column modified (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, <b>make_gim_UDE_template*.sql</b> )	See table
POST_CALL_SURVEY_SURVEY_IAGENTSCORE	SURVEY_IAGENTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_ICALLSCORE	SURVEY_ICALLSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_ICOMPANYSCORE	SURVEY_ICOMPANYSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IPRODUCTSCORE	SURVEY_IPRODUCTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IQ1	SURVEY_IQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IQ2	SURVEY_IQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
POST_CALL_SURVEY	SURVEY_IQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY	SURVEY_IQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY	SURVEY_SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY	SURVEY_SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY	SURVEY_SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY	SURVEY_SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY	SURVEY_SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
POST_CALL_SURVEY_SURVEY	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	IQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	IQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
POST_CALL_SURVEY_SURVEY	IQ10	8.5.010	Column modified (in Microsoft SQL	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			Server, data type modified in single-language databases)	
POST_CALL_SURVEY_SURVEY_IQ7		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IQ8		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IQ9		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_COMPLETE		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_IRECOMMENDSCORE			Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_SURVEY_RECORDING		8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.003.17	Column modified (new value, Person, added for the Agent resource type)	See table
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in multi-language databases)	
SDR_ACTIVITY	NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_TITLE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_VERSION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_DISPOSITION	DISPOSITION_CATEGORY	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_CALL_DISPOSITION	DISPOSITION_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	CALL_TYPE	8.5.010	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in single-language databases)	
SDR_CALL_TYPE	MEDIA_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATTRIBUTES	ATTRIBUTE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_ENTRY_POINT	DNIS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXIT_POINT	APPLICATION_EXIT_POINT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_HTTP_REST	URL	8.5.008.29	Column modified (behavior changed)	See table
SDR_EXT_HTTP_REST	URL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST	METHOD	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST	REQUEST_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_EXT_REQUEST	REQUEST_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_EXT_REQUEST_OUTCOME	OUTCOME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_EXT_SERVICE_OUTCOME	SERVICE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_EXT_SERVICE_OUTCOME	SERVICE_RESPONSE_DESC	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_GEO_LOCATION	COUNTRY_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_GEO_LOCATION	COUNTRY_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_GEO_LOCATION	REGION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_GEO_LOCATION	TIMEZONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_INPUT	INPUT_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_INPUT	INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_INPUT_OUTCOME	SELECTED_OPTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_INPUT_OUTCOME	STRIKEOUT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_INPUT_OUTCOME	SUCCESS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_LANGUAGE	LANGUAGE_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_LANGUAGE	LANGUAGE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information



Table	Column	Changed in release	Type of change	More information
SDR_MESSAGE	MESSAGE_FILE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_MILESTONE	MILESTONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_MILESTONE	MILESTONE_PATH	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
SDR_SURVEY_ANSWERS	SURVEY_ANSWER_STR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_SURVEY_FACT	INTERACTION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
SDR_SURVEY_FACT	SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
SDR_SURVEY_QUESTION	QUESTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	<a href="#">See table</a>
SDR_SURVEY_QUESTION	Q_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_SURVEY_QUESTION	Q15_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	Q15_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_SURVEY_QUESTION_12	Q12_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_12	Q12_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_11	Q11_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_11	Q11_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_10	Q10_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_10	Q10_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_9	Q9_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_9	Q9_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_8	Q8_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_SURVEY_QUESTION_S2	Q5_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	Q6_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	Q7_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	Q8_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_S2	Q9_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_SURVEY_S1	SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			language databases)	
SDR_SURVEY_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_STATUS	COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	OFFER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_TRANSCRIPTION	REVISION_CD	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_INPUT	USER_INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
SDR_USER_INPUTS_FACT	START_TS_MS	8.5.008	Column modified (no longer mandatory)	<a href="#">See table</a>
SDR_USER_INPUTS_FACT	TOLERANCE	8.5.008	Column modified (data type increased from 50 to 512 characters)	<a href="#">See table</a>
SDR_USER_INPUTS_FACT	TOLERANCE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	<a href="#">See table</a>
STG_TRANSFORM_DISCOUNTS	CODES	8.5.001	Column modified (error code 26 added)	<a href="#">See table</a>
STG_TRANSFORM_DISCOUNTS	CARD_NAME	8.5.011.14	Column modified (data type increased from 30 to 255 characters)	<a href="#">See table</a>
USER_DATA_CUST_DIM	DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	<a href="#">See table</a>
ATTEMPT_DISPOSITION	Various columns	8.5.003	Column modified (In Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	<a href="#">See table</a>
CALL_RESULT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	<a href="#">See table</a>
CAMPAIGN_GROUP_SESSION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	<a href="#">See table</a>
CAMPAIGN_GROUP_STATE	Various columns	8.5.003	Column modified	<a href="#">See table</a>
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CAMPAIGN_GROUP_STATUS_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_ATTEMPT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_INFO_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_AUDIT_LOG	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_ETL_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_EXTRACT_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_PURGE_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_TRANSFORM_HISTORY	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information



Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CTL_UDE_KEYS_TO_DIVISION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_UD_TO_UDE_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DATE_TIME	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DIALING_MODE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
GROUP_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_RESOURCE_FACT	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
INTERACTION_RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_CUSTV1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_GEN_V	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIATION_SEGMENT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIA_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_V1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_V2	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
RECORD_STATUS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
REQUESTED_SKILL_COMBINATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE_REASON	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
ROUTING_TARGET	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
SDR_APPLICATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_IDB_FK_VIOLATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_TRANSFORM_DISCARDS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STRATEGY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TECHNICAL_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TIME_ZONE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
USER_DATA_CUST_DIM	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
WORKBIN	Various columns	8.5.003	Column modified	See table
Table	Column	Changed in release	Type of change	More information

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Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
Table	Column	Changed in release	Type of change	More information

# Subject Areas

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact table surrounded by the dimension tables and views that describe it.

## Creating Queries

Use the lists of related tables/views on the Subject Area pages to determine how best to query the information that is stored by Genesys Info Mart. For example, to report information on the history of each place in a place group:

1. Review the [Place\\_Group](#) subject area list of related tables/views. The `PLACE_GROUP_FACT_` table is related to dimension tables and dimension views that describe it. (As described in [Dimension Views](#), this document provides information about the `PLACE_GROUP_FACT` view, not the `PLACE_GROUP_FACT_` table.)
2. Construct a query that constrains the facts that are queried, based on the attributes of the dimension tables and views in the [Place\\_Group](#) subject area.

You can create queries that retrieve information from a single subject area. For example, you can query the tables in the [Resource\\_Group](#) subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject areas. For example, to determine how many interactions a particular agent group handles on a given day, you can create a query that combines information from the [Resource\\_Group](#) and [Interaction\\_Resource](#) subject areas.

As shown on the [Facts subject area](#) page, some fact tables contain direct references to other fact tables. Information from related fact tables can be used in combination. In addition, information from the following fact tables and views, which do not have direct references to each other, can be used in combination:

- [INTERACTION\\_RESOURCE\\_FACT](#) and [PLACE\\_GROUP\\_FACT\\_](#)
- [INTERACTION\\_RESOURCE\\_FACT](#) and [RESOURCE\\_GROUP\\_FACT\\_](#)
- [INTERACTION\\_RESOURCE\\_FACT](#) and [RESOURCE\\_SKILL\\_FACT\\_](#)

### Important

Please refer to the specific tables and views for each subject area for complete descriptions of all the columns. The related tables and views are listed on each subject area page, or see [Info Mart Tables](#) and [Info Mart Views](#) for a complete list of links.

## List of Subject Areas

The Info Mart dimensional model includes the following subject areas.

Subject Area	Description
Calling_List_Metric	Represents a snapshot of outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups as they are being loaded and unloaded.
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Facts	Represents the relationships between subject area facts.
Interaction	Represents interactions from the perspective of a customer experience.
Interaction_Resource	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Place_Group	Represents the membership of places among place groups.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Skill	Represents the skill resumes of agent resources.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

# Facts Subject Area

In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.



Facts Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>CALLBACK_FACT</b>	Represents a callback-related event.
<b>CALLING_LIST_METRIC_FACT</b>	Represents a snapshot of outbound campaign calling list metrics.
<b>CAMPAIGN_GROUP_SESSION_FACT</b>	Represents the loading and unloading of an outbound campaign group session.
<b>CAMPAIGN_GROUP_STATE_FACT</b>	Represents the states of a campaign group session.
<b>CONTACT_ATTEMPT_FACT</b>	Represents a processing attempt for an outbound campaign contact.
<b>INTERACTION_FACT</b>	Represents interactions from the perspective of a customer experience.
<b>INTERACTION_RESOURCE_FACT</b>	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
<b>IXN_RESOURCE_STATE_FACT</b>	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
<b>MEDIATION_SEGMENT_FACT</b>	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and



Table/View	Description
	interaction workbins.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT view	Describes an agent's skills and proficiency levels.

Calling	List	Metric	Subject Area

This subject area provides a snapshot of outbound campaign calling list metrics.



Calling\_List\_Metric Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

## Calling List To Campaign Subject Area

The subject area provides the associations between outbound campaign calling lists and campaigns.



## Calling List To Campaign Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
CAMPAIGN view	Allows facts to be described based on attributes of an outbound campaign.
CAMPAIGN view	Allows facts to be described based on attributes of an outbound campaign.

## Campaign Group Session Subject Area

This subject area represents outbound campaign groups that are being loaded and unloaded.

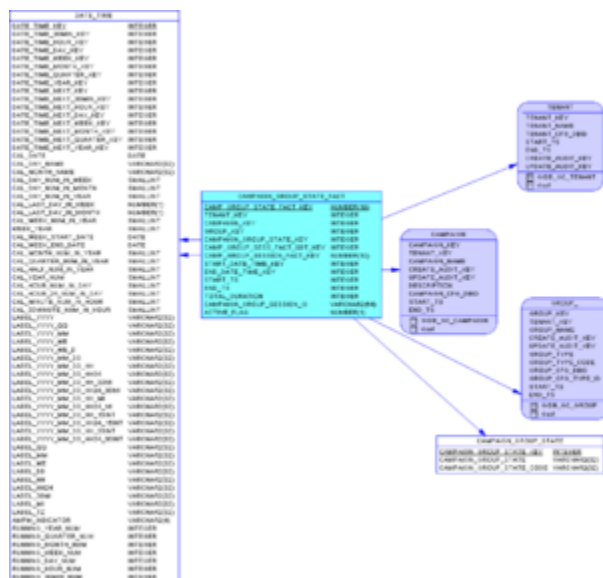


Campaign\_Group\_Session Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

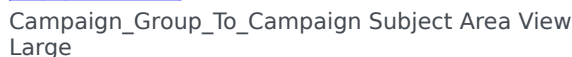
This subject area represents campaign groups from the perspective of states they go through, such as Loaded, Started, and Unloading.



## Subject Area Dimensional Model Tables

Table/View	Description
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

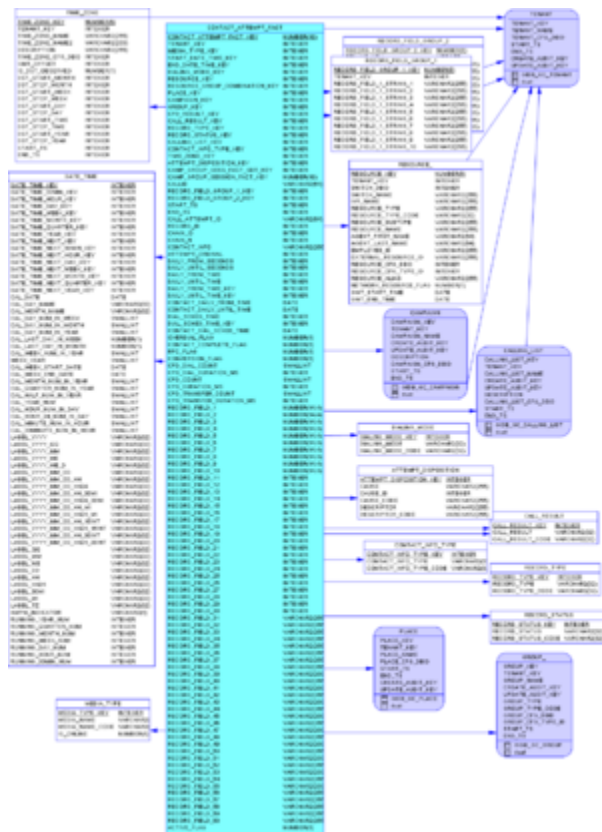
This subject area represents the associations between agent groups or place groups and outbound campaigns.



Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.

# Contact\_Attempt Subject Area

This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.



Contact\_Attempt Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

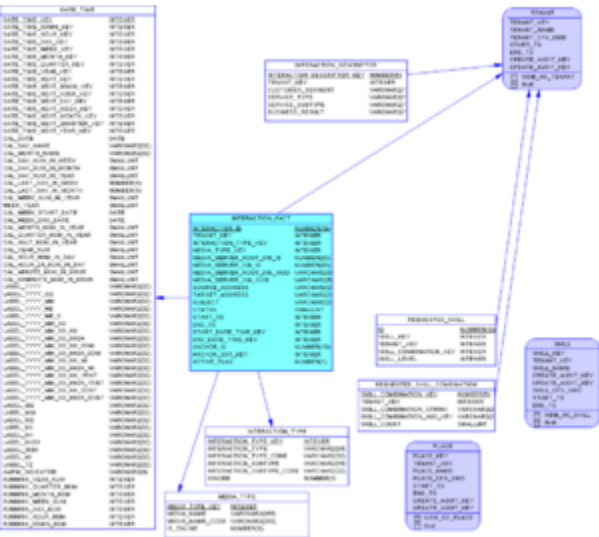
---

Table/View	Description
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.



# Interaction Subject Area

This subject area represents interactions from the perspective of a customer experience.



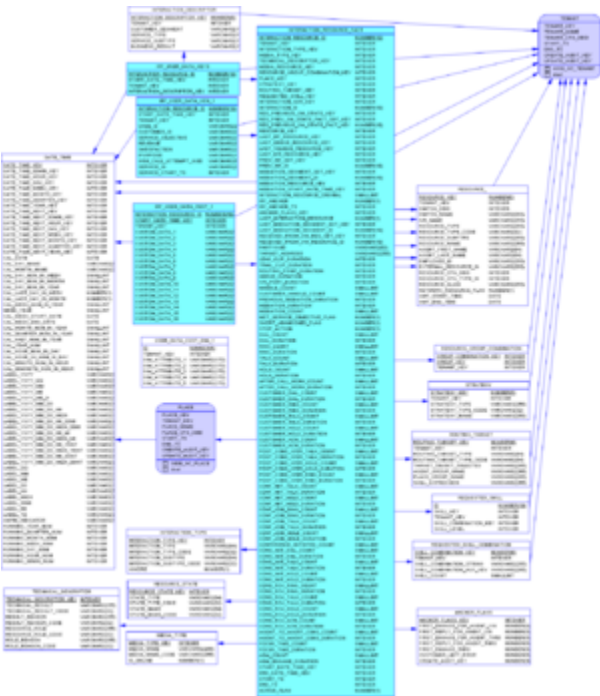
Interaction Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

# Interaction\_Resource Subject Area

This subject area represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.



Interaction\_Resource Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
ANCHOR_FLAGS	Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of

Table/View	Description
	that target handling resource.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
IRF_USER_DATA_KEYS	Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.

# Interaction\_Resource\_State Subject Area

This subject area provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.



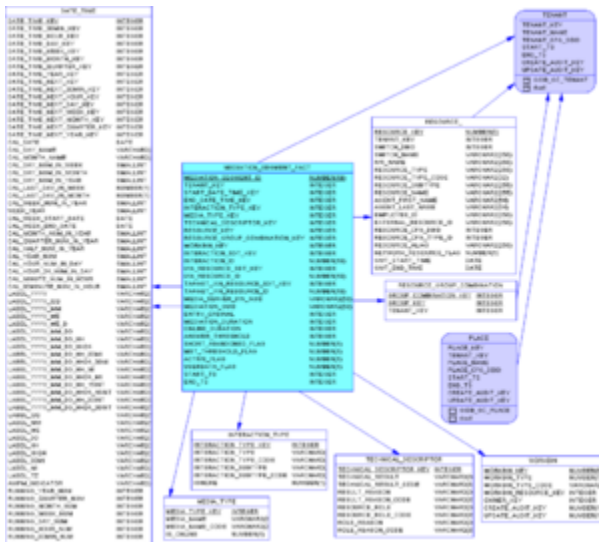
Interaction\_Resource\_State Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>DATE_TIME</b>	Allows facts to be described by attributes of a calendar date and 15-minute interval.
<b>INTERACTION_RESOURCE_STATE</b>	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
<b>IXN_RESOURCE_STATE_FACT</b>	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
<b>MEDIA_TYPE</b>	Allows facts to be described based on media type, such as Voice.
<b>RESOURCE_</b>	Allows facts to be described based on the attributes of contact center resources.

# Mediation\_Segment Subject Area

This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.



Mediation\_Segment Subject Area View Large

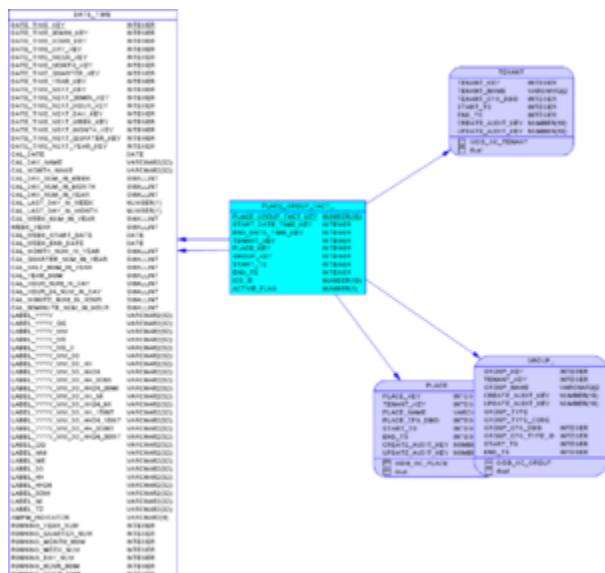
## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a

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Table/View	Description
	place, or a group thereof.

This subject area depicts the membership of places among place groups.

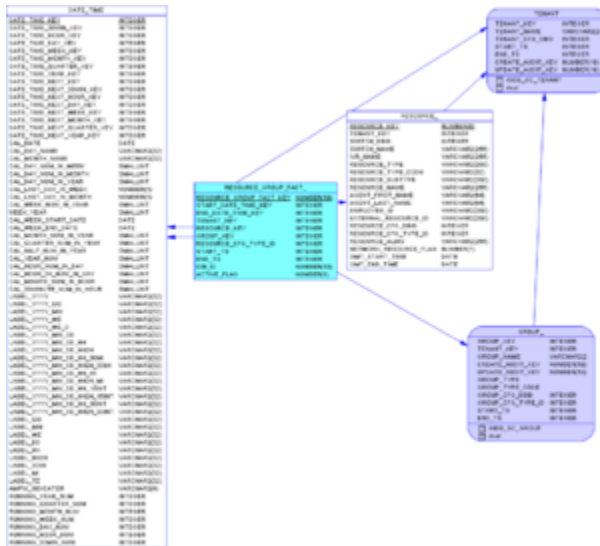


## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.

# Resource\_Group Subject Area

This subject area represents the membership of contact center resources among resource groups.



Resource\_Group Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.



# Resource\_Skill Subject Area

This subject area represents the skill resumes of agent resources.



Resource\_Skill Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>DATE_TIME</b>	Allows facts to be described by attributes of a calendar date and 15-minute interval.
<b>RESOURCE_</b>	Allows facts to be described based on the attributes of contact center resources.
<b>RESOURCE_SKILL_FACT</b> view	Describes an agent's skills and proficiency levels.

# Summary\_Resource\_Session Subject Area

This subject area represents agent resource media sessions from login to logout, summarized to the media type.



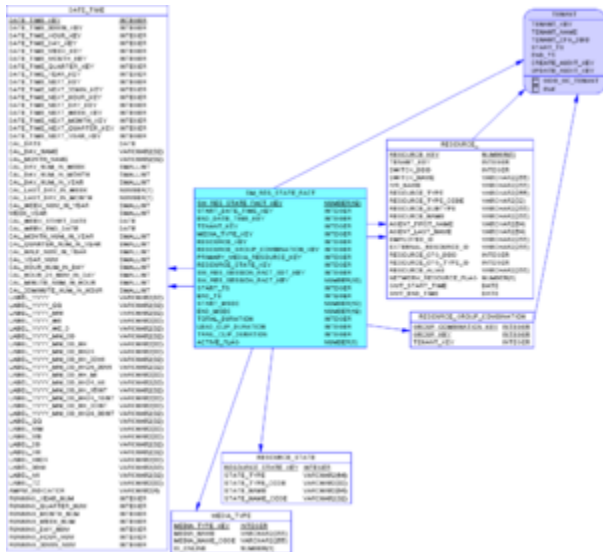
Summary\_Resource\_Session Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.

# Summary\_Resource\_State Subject Area

This subject area represents agent resource states, summarized to the media type.



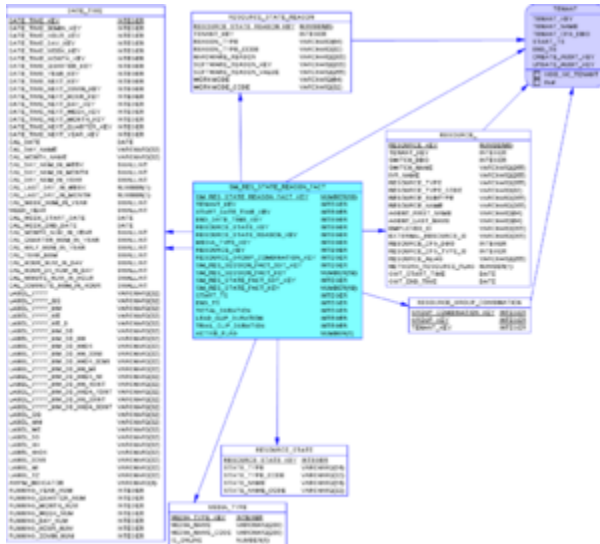
Summary\_Resource\_State Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>DATE_TIME</b>	Allows facts to be described by attributes of a calendar date and 15-minute interval.
<b>MEDIA_TYPE</b>	Allows facts to be described based on media type, such as Voice.
<b>RESOURCE_</b>	Allows facts to be described based on the attributes of contact center resources.
<b>RESOURCE_GROUP_COMBINATION</b>	Allows facts to be described based on the membership of resources in a combination of resource groups.
<b>RESOURCE_STATE</b>	Allows facts to be described by the states of the contact center resources.
<b>SM_MEDIA_NEUTRAL_STATE_FACT</b>	Represents agent resource states, summarized across all media.
<b>SM_RES_STATE_FACT</b>	Represents agent resource states, summarized to the media type.

# Summary\_Resource\_State\_Reason Subject Area

This subject area represents agent resource state reasons, summarized to the media type.



Summary\_Resource\_State\_Reason Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.

# Info Mart Tables

Info Mart tables fall into one of the following categories, out of which only the first one contains data that is suitable for reporting purposes:

- Fact tables
- Dimension tables
- Info Mart service and control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

## Fact Tables

The fact tables all include the *\_FACT* suffix in the table name. The following Info Mart tables are fact tables, which are described in this document:

- |                               |                               |
|-------------------------------|-------------------------------|
| • BGS_SESSION_FACT            | • LDR_FACT                    |
| • CALLBACK_FACT               | • MEDIATION_SEGMENT_FACT      |
| • CALLING_LIST_METRIC_FACT    | • SDR_ACTIVITIES_FACT         |
| • CAMPAIGN_GROUP_SESSION_FACT | • SDR_CUST_ATTRIBUTES_FACT    |
| • CAMPAIGN_GROUP_STATE_FACT   | • SDR_EXT_REQUEST_FACT        |
| • CDR_FACT                    | • SDR_SESSION_FACT            |
| • CHAT_SESSION_FACT           | • SDR_SURVEY_FACT             |
| • CHAT_THREAD_FACT            | • SDR_SURVEY_TRANSCRIPT_FACT  |
| • COBROWSE_FACT               | • SDR_USER_INPUTS_FACT        |
| • CONTACT_ATTEMPT_FACT        | • SDR_USER_MILESTONE_FACT     |
| • GPM_FACT                    | • SM_MEDIA_NEUTRAL_STATE_FACT |
| • INTERACTION_FACT            | • SM_RES_SESSION_FACT         |
| • INTERACTION_RESOURCE_FACT   | • SM_RES_STATE_FACT           |
| • IXN_RESOURCE_STATE_FACT     | • SM_RES_STATE_REASON_FACT    |

The Info Mart schema also includes the following Fact tables, which are not described in this document. Instead, as described in [Dimension Views](#), this document provides detailed information

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about the parallel views:

- CALLING\_LIST\_TO\_CAMP\_FACT\_
- GROUP\_TO\_CAMPAIGN\_FACT\_
- PLACE\_GROUP\_FACT\_
- RESOURCE\_GROUP\_FACT\_
- RESOURCE\_SKILL\_FACT\_

## Fact Extension Tables

Special tables referred to as fact extension tables complement the **INTERACTION\_RESOURCE\_FACT (IRF)** and, depending on configuration, **MEDIATION\_SEGMENT\_FACT (MSF)** tables. The following are Info Mart fact extension tables:

- **IRF\_USER\_DATA\_CUST\_\***
- **IRF\_USER\_DATA\_GEN\_1**
- **IRF\_USER\_DATA\_KEYS**

## Dimension Tables

The following are Info Mart dimension tables, which are described in this document:

- **ANCHOR\_FLAGS**
- **ATTEMPT\_DISPOSITION**
- **BGS\_BOT\_DIM**
- **BGS\_BOT\_NAME\_DIM**
- **BGS\_SESSION\_DIM**
- **CALLBACK\_DIAL\_RESULTS**
- **CALLBACK\_DIM\_1**
- **CALLBACK\_DIM\_2**
- **CALLBACK\_DIM\_3**
- **CALLBACK\_DIM\_4**
- **CALL\_RESULT**
- **CAMPAIGN\_GROUP\_STATE**
- **CDR\_DIM1**
- **CHAT\_SESSION\_DIM**
- **COBROWSE\_END\_REASON**
- **COBROWSE\_MODE**
- **COBROWSE\_PAGE**
- **COBROWSE\_USER\_AGENT**
- **CONTACT\_INFO\_TYPE**
- **DATE\_TIME**
- **DIALING\_MODE**
- **GPM\_DIM1**
- **GPM\_MODEL**
- **GPM\_PREDICTOR**
- **GPM\_RESULT**
- **GROUP\_ANNEX**
- **INTERACTION\_DESCRIPTOR**
- **INTERACTION\_RESOURCE\_STATE**
- **INTERACTION\_TYPE**
- **IRF\_USER\_DATA\_KEYS**
- **LDR\_CAMPAIGN**
- **LDR\_DEVICE**

- 
- |                               |                           |
|-------------------------------|---------------------------|
| • LDR_GROUP                   | • SDR_EXIT_POINT          |
| • LDR_LIST                    | • SDR_EXT_HTTP_REST       |
| • LDR_POSTAL_CODE             | • SDR_EXT_REQUEST         |
| • LDR_RECORD                  | • SDR_EXT_REQUEST_OUTCOME |
| • MEDIA_ORIGIN                | • SDR_EXT_SERVICE_OUTCOME |
| • MEDIA_TYPE                  | • SDR_GEO_LOCATION        |
| • POST_CALL_SURVEY_DIM_1      | • SDR_INPUT               |
| • POST_CALL_SURVEY_DIM_2      | • SDR_INPUT_OUTCOME       |
| • POST_CALL_SURVEY_DIM_3      | • SDR_LANGUAGE            |
| • POST_CALL_SURVEY_DIM_4      | • SDR_MESSAGE             |
| • POST_CALL_SURVEY_DIM_5      | • SDR_MILESTONE           |
| • POST_CALL_SURVEY_DIM_6      | • SDR_SURVEY_ANSWERS      |
| • RECORD_FIELD_GROUP_1        | • SDR_SURVEY_I1           |
| • RECORD_FIELD_GROUP_2        | • SDR_SURVEY_I2           |
| • RECORD_STATUS               | • SDR_SURVEY_QUESTIONS    |
| • RECORD_TYPE                 | • SDR_SURVEY_QUESTIONS_I1 |
| • REQUESTED_SKILL             | • SDR_SURVEY_QUESTIONS_I2 |
| • REQUESTED_SKILL_COMBINATION | • SDR_SURVEY_QUESTIONS_S1 |
| • RESOURCE_                   | • SDR_SURVEY_QUESTIONS_S2 |
| • RESOURCE_ANNEX              | • SDR_SURVEY_S1           |
| • RESOURCE_GROUP_COMBINATION  | • SDR_SURVEY_S2           |
| • RESOURCE_STATE              | • SDR_SURVEY_SCORES       |
| • RESOURCE_STATE_REASON       | • SDR_SURVEY_STATUS       |
| • ROUTING_TARGET              | • SDR_USER_INPUT          |
| • SDR_ACTIVITY                | • STRATEGY                |
| • SDR_APPLICATION             | • TECHNICAL_DESCRIPTOR    |
| • SDR_CALL_DISPOSITION        | • TIME_ZONE               |
| • SDR_CALL_TYPE               | • USER_DATA_CUST_DIM_1    |
| • SDR_CUST_ATTRIBUTES         | • WORKBIN                 |
| • SDR_ENTRY_POINT             |                           |

Some tables, such as **TECHNICAL\_DESCRIPTOR**, are populated with data upon Info Mart initialization. Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data. Still other tables, such as **MEDIA\_TYPE**, after being populated upon Info Mart initialization, can be further extended at runtime.

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## Dimension Views

Genesys Info Mart database schema includes a number of dimension views that are provided on top of certain dimension tables. Dimension views can be used for reporting similarly to dimension tables. Moreover, where both a table and a view are available in the schema, dimension views are recommended to be queried for reporting purposes. For this reason, this document does not provide detailed descriptions of the following tables:

- CALLING\_LIST\_TO\_CAMP\_FACT\_
- GROUP\_TO\_CAMPAIGN\_FACT\_
- PLACE\_GROUP\_FACT\_
- RESOURCE\_GROUP\_FACT\_
- RESOURCE\_SKILL\_FACT\_

See [Genesys Info Mart Views](#) for descriptions of dimension views, including those that correspond to the above tables.

## Time Dimension Tables

The [DATE\\_TIME](#) table is the default time dimension table that is created in the Info Mart database during schema initialization. During initialization, Genesys Info Mart populates this table with calendar data for a configurable number of days in the future; new rows are added to the table at a configured frequency, as part of regular maintenance.

Custom time dimension tables can be added to the Info Mart schema at any point to support the need for multiple calendars. When tables are created, Genesys Info Mart populates these tables with calendar data for a configurable number of days in the future; it further maintains these tables, similarly to the [DATE\\_TIME](#) table maintenance.

## Info Mart Service and Control Tables

The following control tables can be referenced to trace processing of Genesys Info Mart data while testing new reports or to troubleshoot behavior of ETL jobs:

- [CTL\\_AUDIT\\_LOG](#)
- [CTL\\_ETL\\_HISTORY](#)
- [CTL\\_EXTRACT\\_HISTORY](#)
- [CTL\\_TRANSFORM\\_HISTORY](#)

**Important**



Genesys recommends that you query operational data through views rather than from the control tables directly.

The following control tables are configured and used for user data processing:

- [CTL\\_UD\\_TO\\_UDE\\_MAPPING](#)
- [CTL\\_UDE\\_KEYS\\_TO\\_DIM\\_MAPPING](#)

Starting with release 8.5.010, the [CTL\\_GDPR\\_HISTORY](#) table provides details about personally identifiable information (PII) that is associated with General Data Protection Regulation (GDPR) "export" or "forget" requests and that was stored in Info Mart fact tables at the time the request was processed. In addition to making the PII data available for customers to retrieve in response to "export" requests, the table provides a detailed audit trail of all the fields that were interrogated to satisfy the GDPR requests. In this way, the table serves as an execution report on "export" and "forget" processing.

The following Info Mart table can be referenced to check what purging activities have been completed:

- [CTL\\_PURGE\\_HISTORY](#)

The following Info Mart table is for reference only:

- [CTL\\_SCHEMA\\_INFO](#)

The following control tables are listed for completeness of the schema description. They serve purely internal purposes and should not be used for either reporting or administrative needs:

- |   |  |
|---|--|
| • <a href="#">CTL_AUDIT_LOG_KEY</a>     | • <a href="#">CTL_SCHEDULED_JOBS</a>   |
| • <a href="#">CTL_DS</a>                | • <a href="#">CTL_TIME_ZONE_OFFSET</a> |
| • <a href="#">CTL_EXTRACT_HWM</a>       | • <a href="#">CTL_TRANSFORM_HWM</a>    |
| • <a href="#">CTL_EXTRACT_METRICS</a>   | • <a href="#">CTL_TRANSFORM_TODO</a>   |
| • <a href="#">CTL_PROCESSING_STATUS</a> | • <a href="#">CTL_WORKFLOW_STATUS</a>  |

See also [Info Mart Service and Staging Tables and Administrative Views](#).

## GIDB Tables

The Global Interaction Database (GIDB) section of the Info Mart database comprises the following tables:

- |   |  |
|---|--|
| • <a href="#">GIDB_G_AGENT_STATE_HISTORY_MM</a> | • <a href="#">GIDB_G_AGENT_STATE_RC_MM</a> |
| • <a href="#">GIDB_G_AGENT_STATE_HISTORY_V</a>  | • <a href="#">GIDB_G_AGENT_STATE_RC_V</a>  |

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• GIDB_G_CALL_HISTORY_MM	• GIDB_GC_ATTR_VALUE
• GIDB_G_CALL_HISTORY_V	• GIDB_GC_BUS_ATTRIBUTE
• GIDB_G_CALL_MM	• GIDB_GC_CALLING_LIST
• GIDB_G_CALL_STAT_V	• GIDB_GC_CAMPAIGN
• GIDB_G_CALL_V	• GIDB_GC_ENDPOINT
• GIDB_G_CUSTOM_DATA_S_MM	• GIDB_GC_FIELD
• GIDB_G_CUSTOM_DATA_S_V	• GIDB_GC_FILTER
• GIDB_G_DND_HISTORY_MM	• GIDB_GC_FOLDER
• GIDB_G_DND_HISTORY_V	• GIDB_GC_FORMAT
• GIDB_G_IR_HISTORY_MM	• GIDB_GC_GROUP
• GIDB_G_IR_HISTORY_V	• GIDB_GC_IVR
• GIDB_G_IR_MM	• GIDB_GC_IVRPORT
• GIDB_G_IR_V	• GIDB_GC_LOGIN
• GIDB_G_IS_LINK_HISTORY_V	• GIDB_GC_OBJ_TABLE
• GIDB_G_IS_LINK_V	• GIDB_GC_PLACE
• GIDB_G_LOGIN_SESSION_MM	• GIDB_GC_SCRIPT
• GIDB_G_LOGIN_SESSION_V	• GIDB_GC_SKILL
• GIDB_G_PARTY_HISTORY_MM	• GIDB_GC_SWITCH
• GIDB_G_PARTY_HISTORY_V	• GIDB_GC_TABLE_ACCESS
• GIDB_G_PARTY_MM	• GIDB_GC_TENANT
• GIDB_G_PARTY_V	• GIDB_GC_TIME_ZONE
• GIDB_G_ROUTE_RES_VQ_HIST_MM	• GIDB_GC_TREATMENT
• GIDB_G_ROUTE_RES_VQ_HIST_V	• GIDB_GC_VOICE_PROMPT
• GIDB_G_ROUTE_RESULT_MM	• GIDB_GCX_AGENT_PLACE
• GIDB_G_ROUTE_RESULT_V	• GIDB_GCX_CAMPGROUP_INFO
• GIDB_G_SECURE_UD_HISTORY_MM	• GIDB_GCX_CAMPLIST_INFO
• GIDB_G_SECURE_UD_HISTORY_V	• GIDB_GCX_ENDPOINT_PLACE
• GIDB_G_USERDATA_HISTORY_MM	• GIDB_GCX_FORMAT_FIELD
• GIDB_G_USERDATA_HISTORY_V	• GIDB_GCX_GROUP_AGENT
• GIDB_G_VIRTUAL_QUEUE_MM	• GIDB_GCX_GROUP_ENDPOINT
• GIDB_G_VIRTUAL_QUEUE_V	• GIDB_GCX_GROUP_PLACE
• GIDB_GC_ACTION_CODE	• GIDB_GCX_GROUP_ROUTEDN
• GIDB_GC_AGENT	• GIDB_GCX_LIST_TREATMENT
• GIDB_GC_ANNEX	• GIDB_GCX_LOGIN_INFO
• GIDB_GC_APPLICATION	• GIDB_GCX_SKILL_LEVEL

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- 
- |                           |                               |
|---------------------------|-------------------------------|
| • GIDB_GCX_SUBCODE        | • GIDB_GO_FIELDHIST           |
| • GIDB_GM_F_USERDATA      | • GIDB_GO_METRICS             |
| • GIDB_GM_L_USERDATA      | • GIDB_GO_SEC_FIELDHIST       |
| • GIDB_GO_CAMPAIGN        | • GIDB_GOX_CHAIN_CALL         |
| • GIDB_GO_CAMPAIGNHISTORY | • GIDB_GX_SESSION_ENDPOINT_MM |
| • GIDB_GO_CHAIN           | • GIDB_GX_SESSION_ENDPOINT_V  |
| • GIDB_GO_CHAINREC_HIST   |                               |

GIDB tables are populated as a result of data extraction from all IDBs that are deployed to feed data into Genesys Info Mart. Each row corresponds to a record that is extracted from a given IDB. The data that is related to interaction processing is extracted to media-dependent tables whose names are appended with *\_MM* (for multimedia interactions) or *\_V* (for voice interactions). The data for complete and active agent reason codes is extracted from *G\_AGENT\_STATE\_RC* and *G\_AGENT\_STATE\_RC\_A* IDB tables, respectively, and written into the same *GIDB\_G\_AGENT\_STATE\_RC\_\** table; any duplicated records are merged as the GIDB data is transformed for the dimensional model.

In addition to extracting all the fields from a certain IDB table, Genesys Info Mart populates values for the following columns that are specific to the Info Mart database:

- CREATE\_AUDIT\_KEY
- UPDATE\_AUDIT\_KEY (provided for those tables that can be updated)

Genesys Info Mart does not extract data from the IDB system fields that have no meaning for contact center reports. Otherwise, the meaning of the data in each row is the same as in the corresponding IDB record. For example, the *GIDB\_GC\_PLACE* table in the Info Mart database corresponds to the *GC\_PLACE* table in IDB. Refer to the *Interaction Concentrator Physical Data Model* for your particular RDBMS for information about the data that is stored in corresponding GIDB tables.

## Merge Tables

The merge tables of the Info Mart database are the following:

- G\_CALL
- G\_IR
- G\_IS\_LINK
- GSYS\_DNPREMOTELOCATION

If data is being extracted from multiple IDBs, and if merging of call data is required (for example, for multi-site calls), Merge tables temporarily store data for these calls.

This document provides no descriptions for merge tables because they are used for internal processing and contain no final reporting data.

## Temporary Tables

The Info Mart schema contains a large number of temporary (TMP\_\*) tables. These tables are used by the ETL jobs during data processing.

This document provides no listing or descriptions of TMP\_\* tables because they are used for internal processing and contain no final reporting data.

## Staging Tables

The Info Mart schema contains a number of staging (STG\_\*) tables. Unlike in release 7.x, staging tables no longer make up a separate database, but instead are created as part of the Info Mart database. A majority of these tables are used by the ETL jobs to store temporary data between execution cycles.

The following two staging tables store errors that are written during ETL job execution (the transformation job, in particular) and are helpful in troubleshooting the source data that causes these errors:

- **STG\_IDB\_FK\_VIOLATION**
- **STG\_TRANSFORM\_DISCARDS**

The following staging tables store temporary data about active multimedia interactions and facilitate purging, from fact tables, of multimedia data that is related to ongoing interactions that meet configured criteria:

- STG\_ACTIVE\_IF
- STG\_ACTIVE\_IRF
- STG\_ACTIVE\_IRF\_REPLIES
- STG\_ACTIVE\_MSF

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG\_ACTIVE\_THREAD
- STG\_THREAD\_AGENT
- STG\_THREAD\_AGENTRPY

Aside from the **STG\_IDB\_FK\_VIOLATION** and **STG\_TRANSFORM\_DISCARDS** tables, this document provides no listing or descriptions of the STG\_\* tables, because they are used for internal processing and contain neither final reporting data nor troubleshooting data.

## List of Dimensional Model Tables

The following fact and dimension tables are described in this document. The descriptions provide information about many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

Table	Description
ANCHOR_FLAGS	Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
BGS_BOT_DIM	Allows BGS session facts to be described based on the function of the bot.
BGS_BOT_NAME_DIM	Allows BGS session facts to be described based on the name of the bot.
BGS_SESSION_DIM	Allows BGS session facts to be described based on characteristics of the session.
BGS_SESSION_FACT	Represents bot activity in a chat session.
CALLBACK_DIAL_RESULTS	Allows callback facts to be described based on the results of the dialing attempts.
CALLBACK_DIM_1	Allows callback facts to be described based on characteristics of the callback offer and attempts.
CALLBACK_DIM_2	Allows callback facts to be described based on attributes of the callback attempt.
CALLBACK_DIM_3	Allows callback facts to be described based on attributes that characterize the state of the callback.
CALLBACK_DIM_4	Allows callback facts to be described based on attributes that characterize the callback dialing attempt.
CALLBACK_FACT	Represents a callback-related event.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CDR_DIM1	Reserved for future use.
CDR_FACT	Reserved for future use.
CHAT_SESSION_DIM	Allows chat session facts to be described based on characteristics of the session.

Table	Description
CHAT_SESSION_FACT	Represents chat session activity in a multimedia interaction.
CHAT_THREAD_FACT	Represents chat session activity in a given thread.
COBROWSE_END_REASON	Allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.
COBROWSE_FACT	Allows to describe a web page visit shared by an agent and a customer during a Co-browse session.
COBROWSE_MODE	Allows Co-browse facts to be described based on the modes that are used in a Co-browse session.
COBROWSE_PAGE	Allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.
COBROWSE_USER_AGENT	Allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
GPM_DIM1	Allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.
GPM_FACT	Represents Predictive Routing events.
GPM_MODEL	Allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets.
GPM_PREDICTOR	Allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.
GPM_RESULT	Allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.
GROUP_ANNEX	Stores additional configuration data to support Genesys Interactive Insights capability to control visibility of certain data and reports.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle

Table	Description
	an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
IRF_USER_DATA_KEYS	Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
LDR_CAMPAIGN	Allows CX Contact record facts to be described based on characteristics of the outbound campaign.
LDR_DEVICE	Allows CX Contact record facts to be described based on device characteristics of the contact list records.
LDR_FACT	Describes contact list records that CX Contact reported as unattempted.
LDR_GROUP	Allows CX Contact record facts to be described based on the name of the agent group or place group associated with the outbound campaign.
LDR_LIST	Allows CX Contact record facts to be described based on characteristics of contact lists.
LDR_POSTAL_CODE	Allows CX Contact record facts to be described based on postal code values of contact list records.
LDR_RECORD	Allows CX Contact record facts to be described based on contact information type, record type, record status, and disposition.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and

Table	Description
	interaction workbins.
MEDIA_ORIGIN	Allows chat session thread facts to be described based on where the session originated.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
POST_CALL_SURVEY_DIM_1	Allows interaction resource facts to be described based on the scores assigned by customers.
POST_CALL_SURVEY_DIM_2	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_3	Allows interaction resource facts to be described based on responses provided by customers during post-call survey.
POST_CALL_SURVEY_DIM_4	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_5	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_6	Allows interaction resource facts to be described based on the post-call survey completion and customer recommendation score.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_ANNEX	Stores additional configuration data for configuration objects of type Person.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.



Table	Description
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
SDR_ACTIVITIES_FACT	Records activities that the user encountered while the call was being processed by the Application.
SDR_ACTIVITY	Allows SDR facts to be described based on the activities in the application session.
SDR_APPLICATION	Allows SDR facts to be described based on the attributes of the Designer application.
SDR_CALL_DISPOSITION	Allows SDR facts to be described based on the disposition of the interaction.
SDR_CALL_TYPE	Allows SDR facts to be described based on the call type.
SDR_CUST_ATTRIBUTES	Allows SDR facts to be described based on attributes attached to SDR for reporting purposes.
SDR_CUST_ATTRIBUTES_FACT	Records attribute values that applications attach to SDR for reporting purposes.
SDR_ENTRY_POINT	Allows SDR facts to be described based on the DNIS.
SDR_EXIT_POINT	Allows SDR facts to be described based on the exit point of the self-service application.
SDR_EXT_HTTP_REST	Allows SDR facts to be described based on the URLs invoked for external HTTP requests.
SDR_EXT_REQUEST	Allows SDR facts to be described based on attributes of external service requests.
SDR_EXT_REQUEST_FACT	Represents a particular invocation of an external service.
SDR_EXT_REQUEST_OUTCOME	Allows SDR facts to be described based on the outcome of external service requests.
SDR_EXT_SERVICE_OUTCOME	Allows SDR facts to be described based on the outcome of custom services.
SDR_GEO_LOCATION	Allows SDR facts to be described based on the geographical location of the data center.
SDR_INPUT	Allows SDR facts to be described based on the input block.
SDR_INPUT_OUTCOME	Allows SDR facts to be described based on the outcome of the caller's voice or DTMF input.
SDR_LANGUAGE	Allows SDR facts to be described based on the language in which the call was conducted.
SDR_MESSAGE	Allows SDR facts to be described based on the prompt messages that were used.
SDR_MILESTONE	Allows SDR facts to be described based on the milestones that the user reached.
SDR_SESSION_FACT	Represents caller activity in an SDR application.

Table	Description
SDR_SURVEY_ANSWERS	Enables SDR facts to be described based on answers to questions in the post-call survey.
SDR_SURVEY_FACT	Represents post-call survey activity in an SDR application.
SDR_SURVEY_I1	Allows SDR facts to be described based on responses to survey questions IQ1-IQ5.
SDR_SURVEY_I2	Allows SDR facts to be described based on responses to survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS	Enables SDR facts to be described based on questions in the post-call survey.
SDR_SURVEY_QUESTIONS_I1	Allows SDR facts to be described based on custom survey questions IQ1-IQ5.
SDR_SURVEY_QUESTIONS_I2	Allows SDR facts to be described based on custom survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS_S1	Allows SDR facts to be described based on custom survey questions SQ1-SQ5.
SDR_SURVEY_QUESTIONS_S2	Allows SDR facts to be described based on custom survey questions SQ6-SQ10.
SDR_SURVEY_S1	Allows SDR facts to be described based on responses to survey questions SQ1-SQ5.
SDR_SURVEY_S2	Allows SDR facts to be described based on responses to survey questions SQ6-SQ10.
SDR_SURVEY_SCORES	Allows SDR facts to be described based on the satisfaction level expressed by survey respondents.
SDR_SURVEY_STATUS	Allows SDR facts to be described based on survey status.
SDR_SURVEY_TRANSCRIPT_FACT	Captures transcriptions of voice messages left during survey.
SDR_USER_INPUT	Allows SDR facts to be described based on the type of user input — voice or DTMF.
SDR_USER_INPUTS_FACT	Represents user input activity in an SDR session.
SDR_USER_MILESTONE_FACT	Identifies the milestones that the user encountered.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the

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Table	Description
	technical result of the association.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

# Table ANCHOR\_FLAGS

## Description

**Modified:** 8.5.004 (CUSTOMER\_LEFT\_FIRST column added); 8.5.001 (population of FIRST\_\*\_THRD metrics made conditional)

In partitioned databases, this table is not partitioned.

This dimension table contains possible combinations of flags that indicate the first participation of an agent in a particular interaction, in a reply within a particular interaction, in a particular interaction thread, or in a reply within a particular interaction thread, as well as the first participation by any handling resource in the thread. Each row represents the mapping of a distinct combination of values that are actually set in the ANCHOR\_FLAGS\_KEY field in the INTERACTION\_RESOURCE\_FACT table by means of a bit mask.

This dimension enables IRFs to be described based on a number of aspects of participation in an interaction thread at the same time, and it enables downstream reporting applications to report thread metrics for agent and other handling resources at the agent level and at the tenant level.

### Important

Interaction thread metrics accounted for in the ANCHOR\_FLAGS table do not apply to Chat Thread reporting with Advanced Chat.

### 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
ANCHOR_FLAGS_KEY	NUMBER(10)	X	X		
FIRST_ENGAGE_FOR_AGENT_IYN	NUMBER(1)		X		
FIRST_REPLY_FOR_AGENT_IYN	NUMBER(1)		X		
FIRST_ENGAGE_FOR_AGENT_THRD	NUMBER(1)		X		
FIRST_REPLY_FOR_AGENT_THRD	NUMBER(1)		X		
FIRST_ENGAGE_THRD	NUMBER(1)		X		
CUSTOMER_LEFT_FLAG	NUMBER(1)		X		0
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

### ANCHOR\_FLAGS\_KEY

The surrogate key that is used to join this dimension to the fact tables.

### FIRST\_ENGAGE\_FOR\_AGENT\_IYN

In the IRF for an agent, indicates whether this is the first participation by that agent in the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into the interaction — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold). Unlike the other flags, which can be set for multimedia interactions only, this flag can also apply to voice interactions.

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set when the agent's first participation in an interaction is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

### FIRST\_REPLY\_FOR\_AGENT\_IYN

In the IRF for an agent, indicates whether this is the first participation by that agent in a reply within the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for the interaction — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). If the interaction contains more

than one OutboundReply, this flag applies to the agent's first participation in any one of them. The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for an interaction might also be the agent's first participation in the interaction, which is indicated in FIRST\_ENGAGE\_FOR\_AGENT\_I\_XN.

## FIRST\_ENGAGE\_FOR\_AGENT\_THRD

In the IRF for an agent, indicates whether this is the first participation by that agent in any of the interactions in a thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into any one of the interactions in the thread — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold).

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set if the agent's first participation in the interaction thread is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

## FIRST\_REPLY\_FOR\_AGENT\_THRD

In the IRF for an agent, indicates whether this is the first participation by the agent in a reply for any of the interactions in the thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for any one of the interactions in the thread — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for a thread might also be the agent's first participation in the thread, which is indicated in FIRST\_ENGAGE\_FOR\_AGENT\_THRD.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

## FIRST\_ENGAGE\_THRD

Indicates whether this is the first participation, by any handling resource, in the interaction thread: 0 = No, 1 = Yes.

This flag is set in the IRF for the handling resource (agent or strategy) that first participates in the thread — for example, when an agent accepts an Inbound interaction, or when a strategy generates an AutoResponse.

IRFs in which this flag is set also have IRF\_ANCHOR = 1.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to true. Otherwise, the value of this field is always 0.

## CUSTOMER\_LEFT\_FIRST

**Introduced:** Release 8.5.004

Indicates whether the customer left a chat first: 0 = No, 1 = Yes.

This flag is set in the IRF for each agent engaged in the chat or chat consultation, if data about the party that ended a chat session is available from Interaction Concentrator. In IRFs in which this flag is set, IRF\_ANCHOR\_TS records the time the customer left the chat.

## 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 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

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It

encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.



# Table ATTEMPT\_DISPOSITION

## Description

**Modified:** 8.5.003 (In Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table indicates a cause for contact attempt termination. Outbound Contact Server (OCS) provides this data as a cause of the final transition to Unloaded state for a contact attempt record. This data may be useful in a report to classify the causes for the termination of the outbound processing. For example, the ChainRejected and ChainReschedToContinue dispositions distinguish between rejected and rescheduled records, respectively. In addition, the final transition has a descriptor that provides further details of the transition — for example, whether rescheduling was caused by an agent or by the system. This release supports the descriptor for the CHAINEVENTRECORDRESCHEDULE disposition only.

### 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
ATTEMPT_DISPOSITION	NUMBER(10)	X	X		

Column	Data Type	P	M	F	DV
CAUSE	VARCHAR2(255 CHAR)				
CAUSE_ID	NUMBER(10)				
CAUSE_CODE	VARCHAR2(255 CHAR)				
DESCRIPTOR	VARCHAR2(255 CHAR)				
DESCRIPTOR_CODE	VARCHAR2(255 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## ATTEMPT\_DISPOSITION\_KEY

The key that uniquely identifies the disposition. The value combines the state and the descriptor that provides additional details. The key value enables you to calculate the state by using appropriate bit masks. The first eight bits specify the cause, which equals the integer value that is supplied by Outbound Contact Server. The next eight bits specify the descriptor that is generated by Genesys Info Mart.

## CAUSE

The cause as specified in the OCS model. This value can change with localization.

## CAUSE\_ID

An integer that equals the value that is supplied by Outbound Contact Server to specify the cause.

## CAUSE\_CODE

The cause code that is equivalent to the OCS model cause. This value does not change with localization.

## DESCRIPTOR

Specifies whether the final transition was caused by an agent or by the system, or whether this is unknown. Because not all outbound dispositions support descriptor, most dispositions have only an 'Unknown' value. This is a string value that can be localized or changed, based on reporting needs.

## DESCRIPTOR\_CODE

The code of the descriptor. This field is set to one of the following values:

- BY\_AGENT
- BY\_SYSTEM
- UNKNOWN

This value is not localizable and should not be changed.

## 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 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

No indexes are defined.

## Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table BGS\_BOT\_DIM

## Description

**Introduced:** 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the characteristics of the bot used in the session, such as category and function.

### 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
ID	NUMBER(10)	X	X		
BOT_CATEGORY	VARCHAR2(50 CHAR)		X		NO_VALUE
BOT_FUNCTION	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as BGS\_BOT\_DIM\_KEY.

## BOT\_CATEGORY

The generic category describing the type of function performed by the bot, such as Monitoring, Dialog, Notification, or Service. For information about how you can define and set bot categories, see [Integrating BGS with Genesys Historical Reporting](#) in the *Bot Gateway Server Quick Start Guide*.

## BOT\_FUNCTION

The specific bot functionality, such as Translator, Advisor, Escalation, Recording, AI, or Questioner. For information about how you can define and set bot functions, see [Integrating BGS with Genesys Historical Reporting](#) in the *Bot Gateway Server Quick Start Guide*.

## 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.

## Index List

CODE	U	C	Description
I_BGS_BOT_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_BGS\_BOT\_DIM

Field	Sort	Comment
BOT_CATEGORY	Ascending	
BOT_FUNCTION	Ascending	

## Subject Areas

No subject area information available.

# Table BGS\_BOT\_NAME\_DIM

## Description

**Introduced:** 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the name of the bot used in the 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
ID	NUMBER(10)	X	X		
BOT_NAME	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as BGS\_BOT\_NAME\_DIM\_KEY.

## BOT\_NAME

The **ChatBotID-ChatBotName** pair that identifies the bot, where:

- **ChatBotID** is the ID of the BGS bot plugin. This ID, which is hardcoded inside the bot, is always present.
- **ChatBotName** is the name of the "external" bot (for example, if the bot plugin implements a connector to other bot frameworks). The **ChatBotName** value is not always present.

## 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.

## Index List

CODE	U	C	Description
I_BGS_BOT_NAME_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_BGS\_BOT\_NAME\_DIM

Field	Sort	Comment
BOT_NAME	Ascending	

## Subject Areas

No subject area information available.



# Table BGS\_SESSION\_DIM

## Description

**Introduced:** 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on characteristics of the session, such as how the session ended.

### 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
ID	NUMBER(10)	X	X		
REJECTED_TO_START	NUMBER(10)		X		0
ENDED_ABNORMALLY	NUMBER(10)		X		0
ENDED_BY	VARCHAR2(50 CHAR)		X		NO_VALUE
END_REASON	VARCHAR2(50 CHAR)		X		NO_VALUE

Column	Data Type	P	M	F	DV
END_RESULT	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as BGS\_SESSION\_DIM\_KEY.

## REJECTED\_TO\_START

Indicates whether the session was rejected before it started: 0 = No, 1 = Yes.

If the session was rejected (REJECTED\_TO\_START=1), the columns for other session statistics in this table are populated with the default values defined in the schema.

## ENDED\_ABNORMALLY

Indicates whether the session ended abnormally for a technical reason (for example, a protocol or connection error resulted in disconnection of the bot from the session): 0 = No, 1 = Yes.

## ENDED\_BY

The type of participant that initiated termination of the BGS session. Possible values are:

- AGENT
- CLIENT
- SYSTEM
- BOT
- CBP

For more information about the meaning of the values, see [Integrating BGS with Genesys Historical Reporting](#) in the *Bot Gateway Server Quick Start Guide*.

## END\_REASON

The reason the BGS session was terminated. For information about possible values, see [Integrating BGS with Genesys Historical Reporting](#) in the *Bot Gateway Server Quick Start Guide*.

## END\_RESULT

The business result of the session: Success or Fail. In the initial BGS implementation of support for reporting, BGS does not populate the applicable data attribute, and END\_RESULT will always be populated with the default value defined in the schema.

## 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.

## Index List

CODE	U	C	Description
I_BGS_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_BGS\_SESSION\_DIM

Field	Sort	Comment
REJECTED_TO_START	Ascending	
ENDED_ABNORMALLY	Ascending	
ENDED_BY	Ascending	
END_REASON	Ascending	
END_RESULT	Ascending	

## Subject Areas

No subject area information available.

# Table BGS\_SESSION\_FACT

## Description

**Introduced:** 8.5.011

In partitioned databases, this table is partitioned.

Each row in this table describes a chat bot session managed by Bot Gateway Server (BGS). The statistics reported in each record summarize session activity for a particular bot instance or process.

### Important

BGS is currently available only in restricted release. For more information about including chat bot functionality in your eServices deployment, contact your Genesys account representative.

Each fact is based on application data attributes in a reporting event produced by BGS when the bot session ends. BGS stores the event in an Elasticsearch database. Genesys Info Mart extracts the data directly from the Elasticsearch database and transforms it to combine the statistics in each event into a single BGS\_SESSION\_FACT record. Rows are inserted on receipt of the reporting event and are not updated.

The MEDIA\_SERVER\_IXN\_GUID links the BGS\_SESSION\_FACT record with the CHAT\_SESSION\_FACT record, as well as with the related INTERACTION\_FACT (IF).

### 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
CBS_ID	VARCHAR2(50 CHAR)	X	X		
START_TS	NUMBER(10)		X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_TS	NUMBER(10)		X		
END_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	-2
MEDIA_SERVER_IDX_GUID	VARCHAR2(50 CHAR)		X		
INTERACTION_SDTNUM	NUMBER(10)		X	X	
DURATION	NUMBER(10)		X		0
MESSAGES_SENT	NUMBER(10)		X		0
MESSAGES_RECEIVED	NUMBER(10)		X		0
MEDIA_TYPE_KEY	NUMBER(10)		X	X	-2
BGS_BOT_NAME_DIMKEY	NUMBER(10)		X		-2
BGS_BOT_DIM_KEY	NUMBER(10)		X		-2
BGS_SESSION_DIM_KEY	NUMBER(10)		X		-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

### CBS\_ID

The ID assigned by BGS to every bot instance or process connected to the Chat Server session. In combination with START\_DATE\_TIME\_KEY, CBS\_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

### START\_TS

The UTC-equivalent value of the date and time at which the bot session was initiated in BGS, regardless of whether the session was accepted or rejected.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the bot session was initiated in BGS, regardless of whether it was accepted or rejected. 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. In combination with CBS\_ID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## END\_TS

The UTC-equivalent value of the date and time at which the BGS session ended or was rejected.

## END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the BGS session ended or was rejected. 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 END\_TS timestamp to an appropriate time zone.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## MEDIA\_SERVER\_IXN\_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate bot session details with chat session details by using the following references:

```
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID =  
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID  
  
AND CHAT_SESSION_FACT.START_DATE_TIME_KEY =  
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

You can also associate bot session details directly with interaction details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =  
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID  
  
AND INTERACTION_FACT.START_DATE_TIME_KEY =  
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

## INTERACTION\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_FACT record that is identified by the MEDIA\_SERVER\_IYN\_GUID field. In a partitioned database, INTERACTION\_SDT\_KEY in combination with MEDIA\_SERVER\_IYN\_GUID forms the value of the composite primary key for the INTERACTION\_FACT table.

## DURATION

The duration, in milliseconds, of the BGS session.

## MESSAGES\_SENT

The number of messages sent by the bot in the BGS session.

## MESSAGES\_RECEIVED

The number of messages received by the bot in the BGS session.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables. The MEDIA\_TYPE\_KEY references the MEDIA\_TYPE dimension record where the value of the reporting data attribute matches MEDIA\_TYPE.MEDIA\_NAME\_CODE.

## BGS\_BOT\_NAME\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT\_NAME\_DIM dimension to the fact table, to identify the name of the bot used in the session.

## BGS\_BOT\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT\_DIM dimension to the fact table, to identify the category and function of the bot used in the session.

## BGS\_SESSION\_DIM\_KEY

The surrogate key that is used to join the BGS\_SESSION\_DIM dimension to the fact table, to describe characteristics of the session.

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

## Index I\_BGS\_SESSION\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.



# Table CALL\_RESULT

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

### 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
CALL_RESULT_KEY	NUMBER(10)	X	X		
CALL_RESULT	VARCHAR2(32 CHAR)				
CALL_RESULT_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## CALL\_RESULT\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## CALL\_RESULT

The description of the call result. This value can change with localization.

The following are possible values:

None	Fax Detected	SIT Detected
Abandoned	Forwarded	SIT IC (Intercept)
Agent CallBack Error	General Error	SIT Invalid Number
All Trunks Busy	Group CallBack Error	SIT NC (No Circuit)
Answer	Held	SIT RO (Reorder)
Answering Machine Detected	No Answer	SIT Unknown Call State
Bridge	No Dial Tone	SIT VC (Vacant Code)
Busy	No Established Detected	Stale
Call Drop Error	No Port Available	Switch Error
Cancel Record	No Progress	System Error
Cleared	No RingBack Tone	Transfer Error
Conferenced	NU Tone	Transferred
Consult	Ok	Unknown Call Result
Converse-On	Overflowed	Wrong Number
Covered	Pager Detected	Wrong Party
Deafened	Picked	
Dial Error	Queue Full	
Do Not Call	Redirected	
Dropped	Remote Release	
Dropped On No Answer	Silence	

## CALL\_RESULT\_CODE

The code for the call result description. This value does not change with localization.

The following are possible values:

NONE	CLEARED	FAX_DETECTED
ABANDONED	CONFERENCED	FORWARDED
AGENT_CALLBACK_ERROR	CONSULT	GENERAL_ERROR
ALL_TRUNKS_BUSY	CONVERSE_ON	GROUP_CALLBACK_ERROR
ANSWER	COVERED	HELD
ANSWERING_MACHINE_DETECTED	DEAFENED	NO_ANSWER
BRIDGE	DIAL_ERROR	NO_DIAL_TONE
BUSY	DO_NOT_CALL	NO_ESTABLISHED_DETECTED
CALL_DROP_ERROR	DROPPED	NO_PORT_AVAILABLE
CANCEL_RECORD	DROPPED_ON_NO_ANSWER	NO_PROGRESS

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NO_RINGBACK_TONE	SILENCE	SWITCH_ERROR
NU_TONE	SIT_DETECTED	SYSTEM_ERROR
OK	SIT_IC	TRANSFER_ERROR
OVERFLOWED	SIT_INVALID_NUMBER	TRANSFERRED
PAGER_DETECTED	SIT_NC	UNKNOWN_CALL_RESULT
PICKED	SIT_RO	WRONG_NUMBER
QUEUE_FULL	SIT_UNKNOWN_CALL_STATE	WRONG_PARTY
REDIRECTED	SIT_VC	
REMOTE_RELEASE	STALE	

## 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 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

No indexes are defined.

## Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

## Table CALL\_TYPE

This table is reserved.

# Table CALLBACK\_DIAL\_RESULTS

## Description

**Introduced:** 8.5.009.20

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on the results of up to five callback dialing attempts.

### 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
ID	NUMBER(10)	X	X		
DIAL_1_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_2_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_3_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN

Column	Data Type	P	M	F	DV
DIAL_4_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
DIAL_5_RESULT	VARCHAR2(64 CHAR)		X		UNKNOWN
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIAL\_RESULTS\_KEY.

## DIAL\_1\_RESULT

**Based on KVP:** \_CB\_DIAL\_1\_RESULT

The result of the first dialing attempt. Possible values are:

- CREATE\_CALL\_ERROR
- BUSY
- NO\_ANSWER
- ANSWERING\_MACHINE
- ERROR\_TONE
- FAX
- PERSON
- CONNECTED
- FAILED\_TO\_ESTABLISH\_CUSTOMER\_ORIGINATED\_MEDIA
- PUSH\_DELIVERY\_CONFIRMED
- PUSH\_SEND\_ERROR
- PUSH\_DELIVERY\_NOT\_CONFIRMED
- USERORIGINATED\_CONNECTED
- UNKNOWN

## DIAL\_2\_RESULT

**Based on KVP:** \_CB\_DIAL\_2\_RESULT

The result of the second dialing attempt. See [DIAL\\_1\\_RESULT](#) for the possible values.

## DIAL\_3\_RESULT

**Based on KVP:** \_CB\_DIAL\_3\_RESULT

The result of the third dialing attempt. See [DIAL\\_1\\_RESULT](#) for the possible values.

## DIAL\_4\_RESULT

**Based on KVP:** \_CB\_DIAL\_4\_RESULT

The result of the fourth dialing attempt. See [DIAL\\_1\\_RESULT](#) for the possible values.

## DIAL\_5\_RESULT

**Based on KVP:** \_CB\_DIAL\_5\_RESULT

The result of the fifth dialing attempt. See [DIAL\\_1\\_RESULT](#) for the possible values.

## 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.

## Index List

CODE	U	C	Description
<a href="#">I_CALLBACK_DIAL_RESULTS</a> X			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CALLBACK\_DIAL\_RESULTS

Field	Sort	Comment
DIAL_1_RESULT	Ascending	
DIAL_2_RESULT	Ascending	
DIAL_3_RESULT	Ascending	
DIAL_4_RESULT	Ascending	
DIAL_5_RESULT	Ascending	

## Subject Areas

No subject area information available.

# Table CALLBACK\_DIM\_1

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: CHANNEL, CALLBACK\_OFFER\_TYPE, CALLBACK\_TYPE, CONNECT\_ORDER)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on characteristics of the callback offer and attempts.

### 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
ID	NUMBER(10)	X	X		
CHANNEL	VARCHAR2(255 CHAR)		X		UNKNOWN
CALLBACK_OFFER_TYPE	VARCHAR2(255 CHAR)		X		UNKNOWN



Column	Data Type	P	M	F	DV
	CHAR)				
CALLBACK_TYPE	VARCHAR2(255 CHAR)		X		UNKNOWN
CONNECT_ORDER	VARCHAR2(255 CHAR)		X		UNKNOWN
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIM\_1\_KEY.

## CHANNEL

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_CHANNEL

The interaction channel from which the callback originated. This field is set to one of the following values:

- IVR
- WEB
- MOBILE
- UNKNOWN

## CALLBACK\_OFFER\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_CALLBACK\_OFFER\_TYPE

The type of callback offer that was presented to the customer. For example, after business hours, SCHEDULED is the only available option; during business hours, business rules might allow only the WAIT\_FOR\_AGENT option or a combination of SCHEDULED and WAIT\_FOR\_AGENT. This field is set to one of the following values:

- SCHEDULED
- WAIT\_FOR\_AGENT
- COMBINED\_SCHEDULED\_AND\_WAIT\_FOR\_AGENT
- IMMEDIATE
- UNKNOWN

## CALLBACK\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_TYPE

The type of callback the customer requested. This field is set to one of the following values:

- IMMEDIATE - The interaction is created right away while the customer is waiting for the agent (in an online chat session or waiting for a voice call).
- WAIT\_FOR\_AGENT - The interaction is delayed until the agent is about to become available or actually becomes available (as in an agent first scenario).
- SCHEDULED - The time for the callback interaction is negotiated with the customer.
- UNKNOWN - The type is unknown. This value is also used when the callback offer was declined.

## CONNECT\_ORDER

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_CONNECT\_ORDER

The order in which the final callback interaction was connected. This field is set to one of the following values:

- CUSTOMER\_FIRST
- AGENT\_FIRST\_PREVIEW
- AGENT\_FIRST\_NO\_PREVIEW
- UNKNOWN

## 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.

## Index List

CODE	U	C	Description
I_CALLBACK_DIM_1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CALLBACK\_DIM\_1

Field	Sort	Comment
CHANNEL	Ascending	
CALLBACK_OFFER_TYPE	Ascending	
CALLBACK_TYPE	Ascending	
CONNECT_ORDER	Ascending	

## Subject Areas

No subject area information available.

# Table CALLBACK\_DIM\_2

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: DIAL\_DIALOG\_RESULT, CALL\_DIRECTION, FINAL\_DIAL\_RESULT, OFFER\_TIMING)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes of the final callback attempt.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
DIAL_DIALOG_RESULT	VARCHAR2(255 CHAR)		X		UNKNOWN

Column	Data Type	P	M	F	DV
CALL_DIRECTION	VARCHAR2(255 CHAR)		X		UNKNOWN
FINAL_DIAL_RESULT	VARCHAR2(255 CHAR)		X		UNKNOWN
OFFER_TIMING	VARCHAR2(255 CHAR)		X		UNKNOWN

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIM\_2\_KEY.

## 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.

## DIAL\_DIALOG\_RESULT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_DIAL\_DIALOG\_RESULT

The result of the final dialog for the callback. This field is set to one of the following values:

- RIGHT\_PERSON
- RESCHEDULED
- CANCELLED
- TRANSFERRED\_TO\_RP
- UNKNOWN

## CALL\_DIRECTION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_CALL\_DIRECTION

The direction of the final callback interaction. This field is set to one of the following values:

- CUSTOMER\_TERMINATED - Scenarios in which the contact center is dialing out to the customer's number.
- CUSTOMER\_ORIGINATED - Scenarios in which the contact center notifies the customer-facing application that it is time for the callback interaction, after which the application creates the interaction (such as a call or chat), obtaining the phone number if necessary. In this scenario, a customer call comes into the

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contact center as a regular inbound call, but it is recognized as the callback interaction.

- UNKNOWN

## FINAL\_DIAL\_RESULT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_FINAL\_DIAL\_RESULT

The result of the final callback dialing attempt. This field is set to one of the following values:

- CREATE\_CALL\_ERROR
- BUSY
- NO\_ANSWER
- ANSWERING\_MACHINE
- ERROR\_TONE
- FAX
- PERSON
- CANCEL
- CONNECTED
- FAILED\_TO\_ESTABLISH\_CUSTOMER\_ORIGINATED\_MEDIA
- PUSH\_DELIVERY\_CONFIRMED
- PUSH\_SEND\_ERROR
- PUSH\_DELIVERY\_NOT\_CONFIRMED
- USERORIGINATED\_CONNECTED
- UNKNOWN

### Notes:

- FAILED\_TO\_ESTABLISH\_CUSTOMER\_ORIGINATED\_MEDIA is a result that must be reported by the user application; otherwise, there is no CTI data that will enable Genesys Callback product to identify this result.
- For PUSH\_DELIVERY\_CONFIRMED, the PUSH\_DELIVERY\_CONFIRMED\_TS field in the CALLBACK\_FACT table provides the timestamp when the application confirmed that the push was delivered.

## OFFER\_TIMING

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_OFFER\_TIMING

Specifies whether the callback offer was made during operational (business) or non-operational hours. This field is set to one of the following values:

- ON-HOURS
- OFF-HOURS
- UNKNOWN

## Index List

CODE	U	C	Description
I_CALLBACK_DIM_2	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CALLBACK\_DIM\_2

Field	Sort	Comment
DIAL_DIALOG_RESULT	Ascending	
CALL_DIRECTION	Ascending	
FINAL_DIAL_RESULT	Ascending	
OFFER_TIMING	Ascending	

## Subject Areas

No subject area information available.

# Table CALLBACK\_DIM\_3

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for FINAL\_TARGET modified in multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the state of the callback.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
FINAL_TARGET	VARCHAR2(255 CHAR)		X		UNKNOWN
DISPOSITION	VARCHAR2(50)		X		UNKNOWN



---

Column	Data Type	P	M	F	DV
	CHAR)				

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIM\_3\_KEY.

## 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.

## FINAL\_TARGET

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_FINAL\_TARGET

The routing target that was used to find the agent.

## DISPOSITION

**Based on KVP:** \_CB\_DISPOSITION

The state of the callback, in the format *state.substate*. If the state cannot be reported, the field is set to the default value, UNKNOWN.

Supported states are:

- SCHEDULED
- QUEUED
- ROUTING
- PROCESSING
- COMPLETED

Supported substates are:

- REDIAL\_LIMIT\_REACHED
  - CANCELLED
  - AGENT
  - ABANDONED\_IN\_QUEUE
  - REJECTED
-

- PUSH\_SEND
- PUSH\_DELIVERY\_CONFIRMED
- PUSH\_SEND\_ERROR
- FAILED
- CONNECTED
- TRANSFERRED\_TO\_RP

## Index List

CODE	U	C	Description
I_CALLBACK_DIM_3	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CALLBACK\_DIM\_3

Field	Sort	Comment
FINAL_TARGET	Ascending	
DISPOSITION	Ascending	

## Subject Areas

No subject area information available.

# Table CALLBACK\_DIM\_4

## Description

**Introduced:** 8.5.009.20

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the callback dialing attempt.

### 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
ID	NUMBER(10)	X	X		
ABANDONED_DURATION	NUMBER(10)		X		0
DIAL_IGNORED_DURATION	NUMBER(10)		X		0
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIM\_4\_KEY.

## ABANDONED\_DURING\_CB\_OFFER

**Based on KVP:** \_CB\_N\_ABANDONED\_DURING\_CALLBACK\_OFFER

Indicates whether the caller dropped the call without explicitly accepting or rejecting the callback offer: 0 = No, 1 = Yes.

## DIAL\_IGNOREING\_AVAILABILITY

**Based on KVP:** \_CB\_IXN\_START\_IGNOREING\_AVAILABILITY

Indicates whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability: 0 = No, 1 = Yes.

A value of 1 might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

## 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.

## Index List

CODE	U	C	Description
I_CALLBACK_DIM_4	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CALLBACK\_DIM\_4

Field	Sort	Comment
ABANDONED_DURING_CB_OFFER	Ascending	
DIAL_IGNOREING_AVAILABILITY	Ascending	

## Subject Areas

No subject area information available.

# Table CALLBACK\_FACT

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.  
**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for various ID columns modified in multi-language databases, as identified in the column descriptions); 8.5.009.20 (21 new columns added, as identified in the column descriptions); 8.5.003 (PUSH\_DELIVERY\_CONFIRMED\_TS and CUSTOMER\_READY\_TO\_START\_I\_XN\_TS added; DESIRED\_TIME renamed to DESIRED\_TIME\_TS, which has been made mandatory)

In partitioned databases, this table is partitioned.

Each row in this table describes a callback-related event, such as a callback offer, callback cancellation, or successful callback. The facts are based on data passed from Callback applications. Rows are inserted at receipt of a callback-related event and are not updated. The SERVICE\_ID links the CALLBACK\_FACT record with the related IRF record. There are no associated MSF records.

Note: Reporting on declined callback offers is available in Genesys Engage cloud deployments only.

### 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

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Column	Data Type	P	M	F	DV
ADDED_TS	NUMBER(10)	X	X		
DS_AUDIT_KEY	NUMBER(19)	X	X	X	
EVENT_SEQUENCE	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
TENANT_KEY	NUMBER(10)		X	X	-1
SERVICE_ID	VARCHAR2(255 CHAR)		X		
FINAL_RECORD	NUMBER(10)		X		0
EWT_READY_TO_START	NUMBER(10)		X		0
EWT_WHEN_OFFERED	NUMBER(10)		X		0
POS_READY_TO_START	NUMBER(10)		X		0
POS_WHEN_OFFERED	NUMBER(10)		X		0
CALLBACK_OFFERED	NUMBER(10)		X		
WAIT_AGENT_OFFERED	NUMBER(10)		X		0
ESTABLISH_MEDIA	NUMBER(10)		X		0
CONN_WAITING_AGENT	NUMBER(10)		X		0
CALLBACK_ACCEPTED	NUMBER(10)		X		0
CALLBACK_OFFERED	NUMBER(10)		X		
READY_START_MEDIA	NUMBER(10)		X		0
CUSTOMER_CONNECTION	NUMBER(10)		X		0
AGENT_ADDED_TO_QUEUE	NUMBER(10)		X		0
XFER_TO_AGENT_QUEUE	NUMBER(10)		X		0
ABANDONED_WAITING	NUMBER(10)		X		0
TIMEOUT_WAITING	NUMBER(10)		X		0
IXN_REQ_AGENT	NUMBER(10)		X		0
CALLBACK_OFFERED	NUMBER(10)		X		
CALLBACK_ACCEPTED	NUMBER(10)		X		0
CALLBACK_ATTEMPTS	NUMBER(10)		X		0
SERVICE_START_TIME	NUMBER(10)		X		
START_DATE_TIME_ZONE	NUMBER(10)	X	X	X	
CALLBACK_OFFERED_DURATION	NUMBER(10)		X		0
LAST_CALLBACK_OFFERED	NUMBER(10)		X		0
LAST_CALLBACK_OFFERED	NUMBER(10)		X		0
CUSTOMER_PHONE_NUMBER	VARCHAR2(255 CHAR)				
DESIRED_TIME *Discontinued in release 8.5.003	NUMBER(10)				

Column	Data Type	P	M	F	DV
(renamed to DESIRED_TIME_TS)					
DESIRED_TIME_TS	NUMBER(10)		X		0
PUSH_DELIVERY_COUNT	NUMBER(10)		X		0
CUSTOMER_READY_NUMBER	NUMBER(10)		X		0
CALLBACK_DIM_1_KEY	NUMBER(10)		X	X	-2
CALLBACK_DIM_2_KEY	NUMBER(10)		X	X	-2
CALLBACK_DIM_3_KEY	NUMBER(10)		X	X	-2
RESOURCE_KEY	NUMBER(10)		X	X	-2
DIAL_1_TS	NUMBER(10)				
DIAL_2_TS	NUMBER(10)				
DIAL_3_TS	NUMBER(10)				
DIAL_4_TS	NUMBER(10)				
DIAL_5_TS	NUMBER(10)				
EWT_WHEN_REJECTED	NUMBER(10)				
CUSTOMER_ANI	VARCHAR2(20 CHAR)				
SERVICE_END_TS	NUMBER(10)				
WAITED_BEFORE_REM	NUMBER(10)				
EWT_WHEN_LAST_CALL	NUMBER(10)				
POS_WHEN_LAST_CALL	NUMBER(10)				
PRIORITY_WHEN_CONNECTED	NUMBER(10)				
PRIORITY_WHEN_CONNECTED	NUMBER(10)				
PRIORITY_WHEN_AVAILABLE	NUMBER(10)				
EWT_THRESHOLD	NUMBER(10)				
ORIGINATION_I_XN_ID	VARCHAR2(64 CHAR)				
FIRST_OUT_I_XN_ID	VARCHAR2(64 CHAR)				
LAST_OUT_I_XN_ID	VARCHAR2(64 CHAR)				
ORS_SESSION_ID	VARCHAR2(64 CHAR)				
CALLBACK_DIAL_RESOURCE_KEY	NUMBER(10)			X	
CALLBACK_DIM_4_KEY	NUMBER(10)			X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## ADDED\_TS

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



## DS\_AUDIT\_KEY

**Modified:** 8.5.008 (data type increased from 10 to 19 digits)

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The value of this field equals the audit key of the GIDB table from which the callback-related data is taken.

## EVENT\_SEQUENCE

The number of this event relative to other events associated with the same callback service.

## 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.

## TENANT\_KEY

**Based on KVP:** \_CB\_TENANT\_DBID

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding IRF record. Use this value to restrict data access.

## SERVICE\_ID

**Based on KVP:** \_CB\_SERVICE\_ID

The ID of the callback service request. Depending on the scenario, the value equals the ID of the GMS service instance or ID of the ORS session.

## FINAL\_RECORD

**Based on KVP:** \_CB\_FINAL\_RECORD

Indicates whether this is a final record about this callback service: 0 = No, 1 = Yes.

## EWT\_READY\_TO\_START\_IXN

**Based on KVP:** \_CB\_EWT\_WHEN\_READY\_TO\_START\_MEDIA\_IXN

The value of Expected Wait Time (EWT), in seconds, for the service request at the time the contact

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center was ready to start the first callback interaction, such as an outbound dialing attempt.

### EWT\_WHEN\_OFFERED

**Based on KVP:** \_CB\_EWT\_WHEN\_CALLBACK\_WAS\_OFFERED

The value of EWT, in seconds, at the time the callback was offered.

### POS\_READY\_TO\_START\_I\_XN

**Based on KVP:** \_CB\_POS\_WHEN\_READY\_TO\_START\_MEDIA\_I\_XN

The customer position in the queue at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

### POS\_WHEN\_OFFERED

**Based on KVP:** \_CB\_POS\_WHEN\_CALLBACK\_WAS\_OFFERED

The customer position in the queue at the time callback was offered.

### CALLBACK\_OFFER\_TIME

**Based on KVP:** \_CB\_D\_CALLBACK\_OFFER

The duration of the callback offer, in seconds.

### WAIT\_AGENT\_OFFLINE\_TIME

**Based on KVP:** \_CB\_D\_WAITING\_FOR\_AGENT\_OFFLINE

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

### ESTABLISH\_MEDIA\_I\_XN\_TIME

**Based on KVP:** \_CB\_D\_ESTABLISH\_MEDIA\_I\_XN

The amount of time, in seconds, it took to establish the callback interaction, such as an outbound call.

**CONN\_WAITING\_AGENT\_TIME****Based on KVP:** \_CB\_D\_CUSTOMER\_CONNECTED\_WAITING\_FOR\_AGENT

The amount of time, in seconds, the customer was waiting to be connected to the agent after the callback interaction was established.

**CALLBACK\_ACCEPTED\_TS****Based on KVP:** \_CB\_T\_CALLBACK\_ACCEPTED

The UTC timestamp at the time the callback offer was accepted.

**CALLBACK\_OFFERED\_TS****Based on KVP:** \_CB\_T\_CALLBACK\_OFFERED

The UTC timestamp at the time the callback was offered.

**READY\_START\_MEDIA\_IXN\_TS****Based on KVP:** \_CB\_T\_READY\_TO\_START\_MEDIA\_IXN

The UTC timestamp at the time the contact center was ready to start the callback interaction. The value matches the time of either an outbound dialing attempt or a push notification prompting the customer to start a call or chat session.

**CUSTOMER\_CONNECTED\_TS****Based on KVP:** \_CB\_T\_CUSTOMER\_CONNECTED

The UTC timestamp at the time the customer was reconnected to the contact center and started waiting for an agent to be connected.

**AGENT\_ADDED\_TO\_IXN****Based on KVP:** \_CB\_N\_AGENT\_ADDED\_TO\_IXN

Indicates whether the agent was successfully added to the callback interaction: 0 = No, 1 = Yes.

**XFER\_TO\_AGENT\_FAILED****Based on KVP:** \_CB\_N\_TRANSFER\_TO\_AGENT\_FAILED

Number of times the callback interaction failed to transfer to the agent.

### ABANDONED\_WAITING

**Based on KVP:** \_CB\_N\_CUSTOMER\_ABANDONED\_WHILE\_WAITING\_FOR\_AGENT

Indicates whether the customer abandoned the callback interaction while waiting to be connected to an agent: 0 = No, 1 = Yes.

### TIMEOUT\_WAITING

**Based on KVP:** \_CB\_N\_TIMEOUT\_WHILE\_WAITING\_FOR\_AGENT

Indicates whether the customer was disconnected because the timeout for waiting for an agent was reached: 0 = No, 1 = Yes.

### IXN\_REQ\_AGENT

**Based on KVP:** \_CB\_N\_IXN\_REQ\_AGENT

For internal use.

### CALLBACK\_OFFERED

**Based on KVP:** \_CB\_N\_CALLBACK\_OFFERED

Indicates whether callback was offered, at least once, during the session: 0 = No, 1 = Yes.

### CALLBACK\_ACCEPTED

**Based on KVP:** \_CB\_N\_CALLBACK\_ACCEPTED

Indicates whether a callback offer was accepted: 0 = No, 1 = Yes.

### CALLBACK\_ATTEMPTS

**Based on KVP:** \_CB\_N\_CALLBACK\_MEDIA\_ATTEMPTS

The total number of callback attempts or notifications, both successful and unsuccessful.

## SERVICE\_START\_TS

**Based on KVP:** \_CB\_T\_SERVICE\_START

The UTC timestamp at the time the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

## START\_DATE\_TIME\_KEY

**Based on KVP:** \_CB\_T\_SERVICE\_START

This is the DATE\_TIME\_KEY equivalent of the SERVICE\_START\_TS value.

## CALLBACK\_OFFERS\_PER\_SESSION

**Based on KVP:** \_CB\_N\_CALLBACK\_OFFERS\_PER\_SESSION

The number of times a callback was offered to the customer during the current interaction.

## LAST\_CALLBACK\_OFFERED\_TS

**Modified:** 8.5.008 (default value added)

**Based on KVP:** \_CB\_T\_LAST\_CALLBACK\_OFFERED

The UTC timestamp of the final callback offer during the current interaction.

## LAST\_CALLBACK\_OFFER\_TIME

**Based on KVP:** \_CB\_D\_LAST\_CALLBACK\_OFFER

The duration, in seconds, of the final callback offer.

## CUSTOMER\_PHONE\_NUMBER

**Based on KVP:** \_CB\_CUSTOMER\_PHONE\_NUMBER

The customer phone number that was used for the callback interaction, if available.

## DESIRED\_TIME

**Discontinued:** Release 8.5.003 (renamed to DESIRED\_TIME\_TS)

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK\_ACCEPTED\_TS value.

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## DESIRED\_TIME\_TS

**Introduced:** Release 8.5.003 (renamed from DESIRED\_TIME)

**Based on KVP:** \_CB\_T\_DESIRED\_TIME

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK\_ACCEPTED\_TS value.

## PUSH\_DELIVERY\_CONFIRMED\_TS

**Introduced:** Release 8.5.003

**Based on KVP:** \_CB\_T\_PUSH\_DELIVERY\_CONFIRMED

The UTC timestamp at the time the application confirmed receipt of push notification. This field is populated for Inbound Callback scenarios.

## CUSTOMER\_READY\_TO\_START\_I\_XN\_TS

**Introduced:** Release 8.5.003

**Based on KVP:** \_CB\_T\_CUSTOMER\_READY\_TO\_START\_MEDIA\_I\_XN

The UTC timestamp at the time the customer is ready to start the callback interaction. This field is populated for Inbound Callback scenarios. Typically, the value is set to the time when the application sends a request for an access number to dial and an access code to match the call. In cases when no special confirmation is sent about push delivery, this value is the same as \_CB\_T\_PUSH\_DELIVERY\_CONFIRMED.

Note: Genesys recommends to use a separate confirmation for push delivery.

## CALLBACK\_DIM\_1\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_1 dimension to the fact table, by the record ID.

## CALLBACK\_DIM\_2\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_2 dimension to the fact table, by the record ID.

## CALLBACK\_DIM\_3\_KEY

The surrogate key that is used to join the CALLBACK\_DIM\_3 dimension to the fact table, by the record ID.

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## RESOURCE\_KEY

**Based on KVP:** \_CB\_DIM\_VQ\_DBIDand \_CB\_DIM\_VQ

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables, to identify the virtual queue where the callback request was waiting for execution.

## DIAL\_1\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_1

The UTC timestamp of the first dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_2\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_2

The UTC timestamp of the second dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_3\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_3

The UTC timestamp of the third dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_4\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_4

The UTC timestamp of the fourth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## DIAL\_5\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_DIAL\_5

The UTC timestamp of the fifth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

## EWT\_WHEN\_REJECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_OFFER\_EWT\_INBOUND\_VQ

Estimated Wait Time for the queue where rejected callbacks and calls not offered callbacks are being placed. This value is identical to **EWT\_WHEN\_OFFERED** if the same Virtual Queue is used to place accepted callbacks.

If the KVP is missing from UserEvents, the value of this field is 0.

## CUSTOMER\_ANI

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_CUSTOMER\_ANI

The ANI of the customer for in-queue scenarios. This value might match **CUSTOMER\_PHONE\_NUMBER** if the same number is confirmed or entered, or the field might be empty if the ANI is not detected.

## SERVICE\_END\_TS

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_T\_SERVICE\_END

The UTC timestamp at the time the callback service was completed or terminated.

If the KVP is missing from UserEvents, the value of this field is 0.

## WAITED\_BEFORE\_OFFER\_TIME

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_D\_CUSTOMER\_WAITED\_BEFORE\_OFFER

The amount of time, in seconds, the customer waited in the queue before a callback was offered.

If the KVP is missing from UserEvents, the value of this field is 0.



## EWT\_WHEN\_LAST\_DIAL

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_EWT\_WHEN\_READY\_TO\_START\_LAST\_MEDIA\_IYN

EWT, in seconds, at the time the last callback dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

## POS\_WHEN\_LAST\_DIAL

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_POS\_WHEN\_READY\_TO\_START\_LAST\_MEDIA\_IYN

The position of the callback in the queue at the time the last dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_CB\_ACCEPTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_WHEN\_CALLBACK\_ACCEPTED

The priority of the interaction (real or virtual) at the time the callback offer was accepted.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_C\_CONNECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_WHEN\_CUSTOMER\_CONNECTED

The priority of the virtual interaction at the time the customer was connected.

If the KVP is missing from UserEvents, the value of this field is 0.

## PRIORITY\_WHEN\_A\_CONNECTED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_PRIORITY\_AT\_THE\_END\_OF\_ONLINE\_WAIT

The priority of the virtual interaction at the time the customer was connected to the agent. If the customer abandoned the call while waiting in the queue, then this value is the priority of the call at the time the customer disconnected.

If the KVP is missing from UserEvents, the value of this field is 0.

## EWT\_THRESHOLD\_WHEN\_OFFERED

**Introduced:** Release 8.5.009.20

**Based on KVP:** \_CB\_EWT\_THRESHOLD\_WHEN\_OFFERED

The value of the EWT threshold the callback application used to decide whether the callback offer should be made.

If the KVP is missing from UserEvents, the value of this field is 0.

## ORIGINATION\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_ORIGINATION\_I\_XN\_ID

The ID of the interaction for which the callback was originally offered and accepted. For voice calls, this is the call ID of the original inbound call. For chat scenarios, this is the chat interaction ID.

## FIRST\_OUT\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_FIRST\_OUT\_I\_XN\_ID

The call ID of the first outbound call created by the callback module.

## LAST\_OUT\_I\_XN\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_LAST\_OUT\_I\_XN\_ID

The call ID of the last outbound call created by the callback module.

## ORS\_SESSION\_ID

**Introduced:** Release 8.5.009.20

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_ORSESSION\_ID

The Orchestration Server (ORS) session ID used to manage the callback. If multiple sessions were used (for example, because an ORS session terminated unexpectedly during the callback), the last session ID is reported.

## CALLBACK\_DIAL\_RESULTS\_KEY

**Introduced:** Release 8.5.009.20

The surrogate key that is used to join the CALLBACK\_DIAL\_RESULTS dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

## CALLBACK\_DIM\_4\_KEY

**Introduced:** Release 8.5.009.20

The surrogate key that is used to join the CALLBACK\_DIM\_4 dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

## 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

No indexes are defined.

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.

# Table CALLING\_LIST\_METRIC\_FACT

## Description

In partitioned databases, this table is partitioned.

Each row represents a set of outbound campaign calling list metrics, calculated by Outbound Contact Server in configurable snapshots. Rows in this table are not updated; they are inserted or deleted only.

### 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
CALLING_LIST_METRIC_KEY	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
CAMPAIGN_KEY	NUMBER(10)		X	X	
CALLING_LIST_KEY	NUMBER(10)		X	X	

Column	Data Type	P	M	F	DV
START_DATE_TIME_KEY	NUMBER(10)		X	X	
CAMP_GROUP_SESSION_KEY	NUMBER(10)			X	
CAMP_GROUP_SESSION_KEY	NUMBER(9)			X	
GMT_TS	NUMBER(10)				
TOTAL_RECORDS	NUMBER(10)				
NOT_PROCESSED_RECORDS	NUMBER(10)				
TOTAL_CONTACTS	NUMBER(10)				
NOT_PROCESSED_CONTACTS	NUMBER(10)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## CALLING\_LIST\_METRIC\_FACT\_KEY

The primary key of this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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 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.

## CAMPAIGN\_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

## CALLING\_LIST\_KEY

The surrogate key that is used to join the CALLING\_LIST dimension to the fact tables.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

### CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the CAMPAIGN\_GROUP\_SESSION\_FACT table. On a partitioned database, CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY in combination with CAMP\_GROUP\_SESSION\_FACT\_KEY forms a value of the composite primary key for the CAMPAIGN\_GROUP\_SESSION\_FACT table.

### CAMP\_GROUP\_SESSION\_FACT\_KEY

The value of the primary key of the CAMPAIGN\_GROUP\_SESSION\_FACT table.

### GMT\_TS

The GMT-equivalent date and time at which measurement occurred, as the number of seconds that have elapsed since midnight on January 1, 1970.

### TOTAL\_RECORDS

The total number of records in the calling list.

### NOT\_PROCESSED\_RECORDS

The total number of records in the calling list that are ready to be processed and that have never been processed as part of this calling list.

### TOTAL\_CONTACTS

The total number of contacts in the calling list (where a set of chained records for the same customer is considered to be one contact).

### NOT\_PROCESSED\_CONTACTS

The total number of contacts in the calling list that have not been processed (where a set of chained records for the same customer is considered to be one contact).

## ACTIVE\_FLAG

Indicates whether the calling list metric is currently active. Always 0.

## PURGE\_FLAG

This field is reserved.

## Index List

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

## Index I\_CLMF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_CLMF\_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

## Subject Areas

- **Calling\_List\_Metric** — Represents a snapshot of outbound campaign calling list metrics.
- **Facts** — Represents the relationships between subject area facts.

# Table CAMPAIGN\_GROUP\_SESSION\_FACT

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row represents an outbound campaign group session, where a session is started when a campaign group is loaded and ended when a campaign group is unloaded. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group 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
CAMP_GROUP_SESSION_KEY	NUMBER(19)	X	X		
GROUP_KEY	NUMBER(10)		X	X	
CAMPAIGN_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	



Column	Data Type	P	M	F	DV
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
TOTAL_DURATION	NUMBER(10)				
CAMPAIGN_GROUP_SESSION_ID	VARCHAR2(64 CHAR)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## CAMP\_GROUP\_SESSION\_FACT\_KEY

The primary key of this table.

## GROUP\_KEY

The surrogate key that is used to join the GROUP\_ dimension to the fact tables.

## CAMPAIGN\_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the campaign group session 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 campaign group session 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 END\_TS timestamp to an appropriate time zone.

### 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 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.

### START\_TS

The UTC-equivalent value of the date and time at which the campaign group session began.

### END\_TS

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which the campaign group session ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

### TOTAL\_DURATION

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, of the campaign group session. For an active row, the duration, in seconds, that the campaign group session was active, from start time to the time that the ETL last executed.

### CAMPAIGN\_GROUP\_SESSION\_ID

The ICON source SessID for the campaign group session with which this session fact is related.

### ACTIVE\_FLAG

Indicates whether the campaign group session is currently active: 0 = No, 1 = Yes.

## PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
I_CGSEF_SID	X		Ensures that the facts that are stored in the table are for unique sessions.
I_CGSEF_DT			Improves access time, based on the Start Date Time key.
I_CGSEF_TNT			Improves access time, based on the Tenant.

### Index I\_CGSEF\_SID

Field	Sort	Comment
CAMPAIGN_GROUP_SESSION_ID	Ascending	
START_DATE_TIME_KEY	Ascending	

### Index I\_CGSEF\_DT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	
END_DATE_TIME_KEY	Ascending	

### Index I\_CGSEF\_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

## Subject Areas

- **Campaign\_Group\_Session** — Represents campaign groups as they are being loaded and unloaded.
- **Facts** — Represents the relationships between subject area facts.

# Table CAMPAIGN\_GROUP\_STATE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign group status. Each row describes one campaign group status. Rows exist for the Loaded, Started, and Unloading statuses.

### 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
CAMPAIGN_GROUP_NUMBER	NUMBER(10)	X	X		
CAMPAIGN_GROUP_STATE	VARCHAR2(32 CHAR)				
CAMPAIGN_GROUP_STATE_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

---

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## CAMPAIGN\_GROUP\_STATE\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## CAMPAIGN\_GROUP\_STATE

The campaign group session state. This field is set to one of the following values:

- Null
- Loaded
- Started
- Unloading

This value can change with localization.

## CAMPAIGN\_GROUP\_STATE\_CODE

The code for the campaign group session state. This field is set to one of the following values:

- NULL
- LOADED
- STARTED
- UNLOADING

This value does not change with localization.

## 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 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

No indexes are defined.

## Subject Areas

- **Campaign\_Group\_State** — Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".

# Table CAMPAIGN\_GROUP\_STATE\_FACT

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table represents the state of an outbound campaign group. The states that are recorded are Loaded, Started, and Unloading. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group in the given state.

### 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
CAMP_GROUP_STATE_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CAMPAIGN_KEY	NUMBER(10)		X	X	
GROUP_KEY	NUMBER(10)		X	X	

Column	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	NUMBER(10)		X	X	
CAMP_GROUP_SESSION_KEY	NUMBER(10)			X	
CAMP_GROUP_SESSION_KEY	NUMBER(10)			X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
TOTAL_DURATION	NUMBER(10)				
CAMPAIGN_GROUP_SESSION_ID	VARCHAR2(64 CHAR)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## CAMP\_GROUP\_STATE\_FACT\_KEY

The primary key of this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## CAMPAIGN\_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

## GROUP\_KEY

The surrogate key that is used to join the GROUP\_ dimension to the fact tables.

## CAMPAIGN\_GROUP\_STATE\_KEY

The surrogate key that is used to join the CAMPAIGN\_GROUP\_STATE dimension to the fact tables.

## CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the CAMPAIGN\_GROUP\_SESSION\_FACT



table. On a partitioned database, CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY in combination with CAMP\_GROUP\_SESSION\_FACT\_KEY forms a value of the composite primary key for the CAMPAIGN\_GROUP\_SESSION\_FACT table.

## CAMP\_GROUP\_SESSION\_FACT\_KEY

The value of the primary key of the CAMPAIGN\_GROUP\_SESSION\_FACT table. This surrogate key is used to join this campaign group state fact to its campaign group session fact. In other words, this key places the campaign group state within the context of a campaign group session.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group 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 this state for the campaign group 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 END\_TS timestamp to an appropriate time zone.

## 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 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.

## START\_TS

The UTC-equivalent value of the date and time at which the campaign group entered this state.

## END\_TS

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which this state for the campaign group ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

## TOTAL\_DURATION

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, the total duration, in seconds, of the campaign group in started state. For an active row, the amount of time, in seconds, that the campaign group has been in started state, from the time that it entered started state to the time that the ETL last executed.

## CAMPAIGN\_GROUP\_SESSION\_ID

The ICON source SessID for the campaign group session with which this session fact is related.

## ACTIVE\_FLAG

Indicates whether the campaign group state is currently active: 0 = No, 1 = Yes.

## PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
I_CGSTF_STD			Improves access time, based on the Start Date Time key.
I_CGSTF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CGSTF_TNT			Improves access time, based on the Tenant.

## Index I\_CGSTF\_STD

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_CGSTF\_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

## Index I\_CGSTF\_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

## Subject Areas

- **Campaign\_Group\_State** — Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".
- **Facts** — Represents the relationships between subject area facts.

# Table CDR\_DIM1

## Description

**Introduced:** 8.5.013.06

In partitioned databases, this table is not partitioned.

Reserved for future use.

### 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
ID	NUMBER(10)	X	X		
DIRECTION	NUMBER(10)		X		-1
DEVICE_DBID	NUMBER(10)		X		-1
DEVICE_NAME	VARCHAR2(255 CHAR)		X		UNKNOWN
DEVICE_CLASS	NUMBER(10)		X		0
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

ID

DIRECTION

DEVICE\_DBID

DEVICE\_NAME

DEVICE\_CLASS

CREATE\_AUDIT\_KEY

## Index List

CODE	U	C	Description
I_CDR_DIM1	X		Reserved for future use.

## Index I\_CDR\_DIM1

Field	Sort	Comment
DIRECTION	Ascending	
DEVICE_DBID	Ascending	
DEVICE_NAME	Ascending	
DEVICE_CLASS	Ascending	

## Subject Areas

No subject area information available.

# Table CDR\_FACT

## Description

**Introduced:** 8.5.013.06

In partitioned databases, this table is partitioned.

Reserved for future use.

### 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
DN	VARCHAR2(255 CHAR)		X		
PARTYUUID	VARCHAR2(64 CHAR)	X	X		
CALLUUID	VARCHAR2(64 CHAR)		X		
CALL_ID	VARCHAR2(64 CHAR)		X		

Column	Data Type	P	M	F	DV
ROOT_CALLUUID	VARCHAR2(64 CHAR)				
DNIS	VARCHAR2(255 CHAR)				
ANI	VARCHAR2(255 CHAR)				
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
INITIATED_TS	NUMBER(10)		X		
ESTABLISHED_TS	NUMBER(10)				
RELEASED_TS	NUMBER(10)		X		
CDR_DIM1_KEY	NUMBER(10)		X		-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

DN

PARTYUUID

CALLUUID

CALL\_ID

ROOT\_CALLUUID

DNIS

ANI

START\_DATE\_TIME\_KEY

INITIATED\_TS

ESTABLISHED\_TS

RELEASED\_TS

CDR\_DIM1\_KEY

CREATE\_AUDIT\_KEY

UPDATE\_AUDIT\_KEY

## Index List

CODE	U	C	Description
I_CDR_FACT_SDT			Reserved for future use.

## Index I\_CDR\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.



# Table CHAT\_SESSION\_DIM

## Description

**Introduced:** 8.5.011

**Modified:** 8.5.011.14 (ASYNC\_MODE column added to table and index)

In partitioned databases, this table is not partitioned.

This dimension table allows chat session facts to be described based on characteristics of the session, such as where the session originated and how it ended.

### 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
ID	NUMBER(10)	X	X		
ENDED_BY	VARCHAR2(50 CHAR)		X		unknown
ENDED_REASON	VARCHAR2(50 CHAR)		X		unknown
LANGUAGE_NAME	VARCHAR2(50		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
MEDIA_ORIGIN	VARCHAR2(64 CHAR)		X		unknown
ASYNC_MODE	NUMBER(10)		X		0
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as CHAT\_SESSION\_DIM\_KEY.

## ENDED\_BY

**Based on KVP:** csg\_SessionEndedBy

The type of participant that initiated termination of the Chat Server session. Possible values are:

- CLIENT
- AGENT
- SUPERVISOR
- BOT
- SYSTEM

For more information about the meaning of the values, see the [Integrating with Genesys Historical Reporting](#) page in the *eServices Administrator's Guide*.

## ENDED\_REASON

**Based on KVP:** csg\_SessionEndedReason

The reason the Chat Server session was terminated. Possible values are:

- DISCONNECT
- QUIT
- FORCE
- INACTIVE
- DB\_ERROR

For more information about the meaning of the values, and the types of participants for which they apply, see the [Integrating with Genesys Historical Reporting](#) page in the *eServices Administrator's Guide*.

## LANGUAGE\_NAME

**Based on KVP:** csg\_LanguageName

The name of the language used in the chat session, as defined in the Chat Server application.

## MEDIA\_ORIGIN

**Based on KVP:** csg\_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

## ASYNC\_MODE

**Introduced:** Release 8.5.011.14

**Based on KVP:** csg\_ChatAsyncMode

Identifies whether the chat session is regular (0) or asynchronous (1).

## 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.

## Index List

CODE	U	C	Description
I_CHAT_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_CHAT\_SESSION\_DIM

Field	Sort	Comment
ASYNC_MODE	Ascending	
ENDED_BY	Ascending	
ENDED_REASON	Ascending	
LANGUAGE_NAME	Ascending	

Field	Sort	Comment
MEDIA_ORIGIN	Ascending	

## Subject Areas

No subject area information available.

# Table CHAT\_SESSION\_FACT

## Description

**Introduced:** 8.5.011

**Modified:** 8.5.014.09 (THREAD\_ID column added); 8.5.011.14 (8 new columns added specific to asynchronous chat, as identified in the column descriptions)

In partitioned databases, this table is partitioned.

In on-premises deployments with Genesys Chat managed by Chat Server and in cloud deployments with Genesys Chat or Advanced Chat, each row in this table describes a chat session. A chat session is a single chat interaction from the point of view of the server that manages chat activity, and a single conversation from the point of view of the customer. Multiple agents can participate in a single chat interaction (session).

Each fact is based on user data sent in an Interaction Server reporting event when the chat session ends. Genesys Info Mart extracts the KVP data from the G\_USERDATA\_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT\_SESSION\_FACT record. Rows are inserted on receipt of the reporting event and are not updated. The chat statistics reported in each record are summarized by session and are not connected to specific agents or, in deployments that include Bot Gateway Server (BGS), bots.

The MEDIA\_SERVER\_I\_XN\_GUID links the CHAT\_SESSION\_FACT record with the related INTERACTION\_FACT (IF). In deployments that include BGS, the MEDIA\_SERVER\_I\_XN\_GUID also links the CHAT\_SESSION\_FACT record with the related BGS\_SESSION\_FACT records. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Chat activity at the interaction level, session level, and chat bot level.

## Terminology note

The meanings of terms such as *interaction*, *session*, *thread*, and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT\_SESSION\_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction. In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_SESSION\_FACT records is always referred to as a *session*. In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction*, and the term *session* could have a different

meaning (see next bullet).

- For the CHAT\_THREAD\_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.  
In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_THREAD\_FACT records is always referred to as a *thread*. In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations*. As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

### 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_IDX_GUID	VARCHAR2(64 CHAR)	X	X		
ADDED_TS	NUMBER(10)		X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	-2
SESSION_DURATION	NUMBER(10)		X		0
MSG_FROM_AGENT_COUNT	NUMBER(10)		X		0
MSG_FROM_AGENT_SIZE	NUMBER(10)		X		0
MSG_FROM_CUSTOMER_COUNT	NUMBER(10)		X		0
MSG_FROM_CUSTOMER_SIZE	NUMBER(10)		X		0
AGENT_REPLY_COUNT	NUMBER(10)		X		0
AGENT_REPLY_MAX_COUNT	NUMBER(10)		X		0
AGENT_REPLY_DURATION	NUMBER(10)		X		0
AGENT_WAIT_COUNT	NUMBER(10)		X		0
AGENT_WAIT_MAX_COUNT	NUMBER(10)		X		0

Column	Data Type	P	M	F	DV
AGENT_WAIT_DURATION	NUMBER(10)		X		0
CUSTOMER_REPLY_COUNT	NUMBER(10)		X		0
CUSTOMER_REPLY_DURATION	NUMBER(10)		X		0
CUSTOMER_REPLY_COUNT	NUMBER(10)		X		0
CUSTOMER_WAIT_COUNT	NUMBER(10)		X		0
CUSTOMER_WAIT_DURATION	NUMBER(10)		X		0
CUSTOMER_WAIT_COUNT	NUMBER(10)		X		0
UNTIL_FIRST_AGENT_REPLY	NUMBER(10)		X		0
UNTIL_FIRST_REPLY	NUMBER(10)		X		0
AGENTS_COUNT	NUMBER(10)		X		0
MSG_FROM_BOTS_COUNT	NUMBER(10)		X		0
MSG_FROM_BOTS_COUNT	NUMBER(10)		X		0
UNTIL_FIRST_BOT_REPLY	NUMBER(10)		X		0
BOTS_COUNT	NUMBER(10)		X		0
ASYNC_DORMANT_COUNT	NUMBER(10)				
ASYNC_DORMANT_COUNT	NUMBER(10)				
ASYNC_IDLE_COUNT	NUMBER(10)				
ASYNC_IDLE_DURATION	NUMBER(10)				
ACTIVE_IDLE_COUNT	NUMBER(10)				
ACTIVE_IDLE_DURATION	NUMBER(10)				
HANDLE_COUNT	NUMBER(10)				
HANDLE_DURATION	NUMBER(10)				
THREAD_ID	VARCHAR2(64 CHAR)				
CHAT_SESSION_DIMENSION	NUMBER(10)		X	X	-2
MEDIA_TYPE_KEY	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## MEDIA\_SERVER\_IXN\_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate interaction details with the chat session details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID
```

```
AND INTERACTION_FACT.START_DATE_TIME_KEY =
CHAT_SESSION_FACT.START_DATE_TIME_KEY
```

In combination with START\_DATE\_TIME\_KEY, MEDIA\_SERVER\_IXN\_GUID 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 chat data is received.

## START\_DATE\_TIME\_KEY

**Based on KVP:** ChatServerSessionStartedAt

Identifies the start of a 15-minute interval in which the chat session 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 timestamp from the KVP to an appropriate time zone. In combination with MEDIA\_SERVER\_IXN\_GUID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## END\_DATE\_TIME\_KEY

**Based on KVP:** ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the chat session 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 timestamp from the KVP to an appropriate time zone.

## TENANT\_KEY

**Based on KVP:** csg\_TenantId

The surrogate key that is used to join the TENANT dimension to the fact tables.

## SESSION\_DURATION

**Based on KVP:** csg\_SessionTotalTime

The duration, in seconds, of the Chat Server session. Note that async chat sessions could last for a few days.

## MSG\_FROM\_AGENTS\_COUNT

**Based on KVP:** csg\_MessagesFromAgentsCount



The total number of all messages visible to the customer that were sent by all agents involved in the chat. A chat session might involve several agents (for example, in the case of a conference or transfer).

## MSG\_FROM\_AGENTS\_SIZE

**Based on KVP:** csg\_MessagesFromAgentsSize

The total size of all messages visible to the customer that were sent by all agents involved in the chat. The size is expressed as number of characters, including spaces.

## MSG\_FROM\_CUSTOMERS\_COUNT

**Based on KVP:** csg\_MessagesFromCustomersCount

The total number of messages sent by the customer.

## MSG\_FROM\_CUSTOMERS\_SIZE

**Based on KVP:** csg\_MessagesFromCustomersSize

The total size of the messages sent by the customer. The size is expressed as number of characters, including spaces.

## AGENT\_REPLY\_COUNT

**Based on KVP:** cse\_AgentReplyTotalCount

The total number of agent replies to the customer.

## AGENT\_REPLY\_MAX\_DURATION

**Based on KVP:** cse\_AgentReplyMaxTime

The maximum amount of time, in seconds, the agent(s) spent replying to the customer (in other words, the maximum amount of time that elapsed between the customer's response and the time the first agent actually sent a reply). If the customer's response was a set of messages, the reply interval is calculated from the time the first message in the set was received.

**Note:** For asynchronous (async) chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

## AGENT\_REPLY\_DURATION

**Based on KVP:** cse\_AgentReplyTotalTime

The total amount of time, in seconds, the agent(s) spent replying to the customer.

**Note:** For async chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

## AGENT\_WAIT\_COUNT

**Based on KVP:** cse\_AgentWaitTotalCount

The number of times the agent(s) waited for a reply from the customer.

## AGENT\_WAIT\_MAX\_DURATION

**Based on KVP:** cse\_AgentWaitMaxTime

The maximum amount of time, in seconds, the agent(s) spent waiting for a reply from the customer (in other words, the maximum amount of time that elapsed between the last response from any agent and the customer's reply). If the agent was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

**Note:** For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

## AGENT\_WAIT\_DURATION

**Based on KVP:** cse\_AgentWaitTotalTime

The total amount of time, in seconds, the agent(s) spent waiting for a reply from the customer. If there were multiple agents on the chat, a time interval is counted only once.

**Note:** For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

## CUSTOMER\_REPLY\_COUNT

**Based on KVP:** cse\_CustomerReplyTotalCount

The number of times the customer replied to the agent(s).

---

## CUSTOMER\_REPLY\_MAX\_DURATION

**Based on KVP:** cse\_CustomerReplyMaxTime

The maximum amount of time, in seconds, the customer spent replying to the agent(s). If the customer was replying to a set of messages, the reply interval is calculated from the time the first message in the set was received.

## CUSTOMER\_REPLY\_DURATION

**Based on KVP:** cse\_CustomerReplyTotalTime

The total amount of time, in seconds, the customer spent replying to the agent(s).

## CUSTOMER\_WAIT\_COUNT

**Based on KVP:** cse\_CustomerWaitTotalCount

The number of times the customer waited for a reply from an agent.

## CUSTOMER\_WAIT\_MAX\_DURATION

**Based on KVP:** cse\_CustomerWaitMaxTime

The maximum amount of time, in seconds, the customer spent waiting for a reply from an agent. If the customer was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

## CUSTOMER\_WAIT\_DURATION

**Based on KVP:** cse\_CustomerWaitTotalTime

The total amount of time, in seconds, the customer spent waiting for a reply from an agent.

## UNTIL\_FIRST\_AGENT\_DURATION

**Based on KVP:** csg\_SessionUntilFirstAgentTime

The amount of time, in seconds, the customer waited until the first agent visible to the customer joined the session. An agent is not visible to the customer until the interaction has been successfully routed to and accepted by the agent.

The meaning of a value of 0 (zero) depends on the value of **AGENTS\_COUNT**:

- If AGENTS\_COUNT = 0, no agent ever joined the session.

- If AGENTS\_COUNT > 0, an agent joined very quickly or existed on the session from the start.

## UNTIL\_FIRST\_REPLY\_DURATION

**Based on KVP:** csg\_SessionUntilFirstReplyTime

The amount of time since the start of the session, in seconds, until the first agent submits into the chat session the first greeting/message that is visible to the customer.

## AGENTS\_COUNT

**Based on KVP:** csg\_PartiesAsAgentCount

The number of unique parties that participated in the chat session as agents.

## MSG\_FROM\_BOTS\_COUNT

**Based on KVP:** csg\_MessagesFromBotsCount

The total number of messages visible to the customer that were sent by all bots that participated in the chat session.

## MSG\_FROM\_BOTS\_SIZE

**Based on KVP:** csg\_MessagesFromBotsSize

The total size of all messages visible to the customer that were sent by all bots that participated in the chat session. The size is expressed as number of characters, including spaces.

## UNTIL\_FIRST\_BOT\_DURATION

**Based on KVP:** csg\_SessionUntilFirstBotTime

The amount of time, in seconds, the customer waited until the first bot visible to the customer joined the session.

## BOTS\_COUNT

**Based on KVP:** csg\_PartiesAsBotCount

The number of unique parties that participated in the chat session as bots.

---

## ASYNC\_DORMANT\_COUNT

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_AsyncDormantTotalCount

The total number of times that the async chat session was put in a dormant state (no agent was connected to the async chat session with the customer).

## ASYNC\_DORMANT\_DURATION

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_AsyncDormantTotalTime

The total amount of time, in seconds, that the async chat session spent in a dormant state (no agent was connected to the async chat session with the customer). Routing time is excluded from this value.

## ASYNC\_IDLE\_COUNT

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_AsyncIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while no agent was connected to the async chat session (that is, while the chat session was in a dormant state).

## ASYNC\_IDLE\_DURATION

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_AsyncIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while no agent was connected (that is, while the chat session was in a dormant state).

## ACTIVE\_IDLE\_COUNT

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_ActiveIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while at least one agent was connected to the async chat session (that is, while the chat session was technically in an active state).

## ACTIVE\_IDLE\_DURATION

**Introduced:** Release 8.5.011.14

---

**Based on KVP:** cse\_ActiveIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while at least one agent was connected (that is, while the chat session was technically in an active state).

**HANDLE\_COUNT**

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_SessionHandleTotalCount

The total number of times a session was in an active state, with at least one agent connected to the chat session.

**HANDLE\_DURATION**

**Introduced:** Release 8.5.011.14

**Based on KVP:** cse\_SessionHandleTotalTime

The total time (in seconds) that at least one agent was connected to a chat session.

**THREAD\_ID**

**Introduced:** Release 8.5.014.09

**Based on KVP:** thread\_Id

Identifier of the thread that the chat session is part of. This field is populated in cloud deployments with Advanced Chat.

**CHAT\_SESSION\_DIM\_KEY**

**Based on KVP:** csg\_SessionEndedByand csg\_SessionEndedReasonand csg\_LanguageNameand csg\_MediaOriginand csg\_ChatAsyncMode

The surrogate key that is used to join the CHAT\_SESSION\_DIM dimension to the fact table, to identify typical characteristics of the chat session.

**MEDIA\_TYPE\_KEY**

**Based on KVP:** csg\_MediaType

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables. The MEDIA\_TYPE\_KEY references the MEDIA\_TYPE dimension record where the value of the KVP matches MEDIA\_TYPE.MEDIA\_NAME\_CODE.

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

## Index I\_CHAT\_SESSION\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

---

# Table CHAT\_THREAD\_FACT

## Description

**Introduced:** 8.5.014.09

In partitioned databases, this table is partitioned.

This table is populated in cloud deployments with Advanced Chat. Each row in this table describes a chat thread, providing accumulated statistics for all chat sessions within a thread, in a deployment with Advanced Chat.

Each fact is based on user data about the chat thread sent in an Interaction Server reporting event when a particular chat session ends. Genesys Info Mart extracts the KVP data from the G\_USERDATA\_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT\_THREAD\_FACT record. Rows are inserted on receipt of the reporting event; rows are updated when a subsequent reporting event is received about a new chat session that is part of the same thread. The chat statistics reported in each record are summarized by thread and are not connected to specific agents.

The THREAD\_ID links the CHAT\_THREAD\_FACT record with the related CHAT\_SESSION\_FACT.

## Terminology note

The meanings of terms such as *interaction*, *session*, *thread*, and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT\_SESSION\_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction. In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_SESSION\_FACT records is always referred to as a *session*. In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction*, and the term *session* could have a different meaning (see next bullet).
- For the CHAT\_THREAD\_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time. In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_THREAD\_FACT records is always referred to as a *thread*. In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, these linked



interactions, or threads, are referred to as *sessions* or *conversations*. As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

### 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
THREAD_ID	VARCHAR2(64 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	-2
SESSIONS_COUNT	NUMBER(10)		X		0
HANDLE_DURATION	NUMBER(10)		X		0
AGENTS_COUNT	NUMBER(10)		X		0
ENGAGEMENTS_COUNT	NUMBER(10)		X		0
AGENT_REPLY_DURATION	NUMBER(10)		X		0
MSG_FROM_AGENT_TENANT	NUMBER(10)		X		0
MSG_FROM_AGENT_MEDIA	NUMBER(10)		X		0
MSG_FROM_CUSTOMER	NUMBER(10)		X		0
MSG_FROM_CUSTOMER_SIZE	NUMBER(10)		X		0
MEDIA_TYPE_KEY	NUMBER(10)		X	X	-2
MEDIA_ORIGIN_KEY	NUMBER(10)		X		-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## THREAD\_ID

**Based on KVP:** thread\_Id

Identifier of the thread that the chat session is part of.

## START\_DATE\_TIME\_KEY

**Based on KVP:** cse\_ChatThreadStartedAt

Identifies the start of a 15-minute interval in which the first session within the chat thread was initiated. 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 timestamp from the KVP to an appropriate time zone. In combination with THREAD\_ID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## END\_DATE\_TIME\_KEY

**Based on KVP:** ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the most recent session within the chat thread ended or was rejected. 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 timestamp from the KVP to an appropriate time zone.

## TENANT\_KEY

**Based on KVP:** csg\_TenantId

The surrogate key that is used to join the TENANT dimension to the fact tables.

## SESSIONS\_COUNT

**Based on KVP:** thrd\_SessionsCount

The number of sessions in the thread.

## HANDLE\_DURATION

**Based on KVP:** thrd\_HandleTime

The total time (in seconds) that at least one agent was connected to the thread. This value is calculated as the sum of CHAT\_SESSION\_FACT.HANDLE\_DURATION values for all chat sessions that are part of the thread.

## AGENTS\_COUNT

**Based on KVP:** thrd\_PartiesAsAgentCount

The number of unique agents that handled interactions within the thread.

## ENGAGEMENTS\_COUNT

**Based on KVP:** thrd\_EngagementsCount

The number of engagements, manifested as occurrences of Agent Join events when an agent was in active mode and performed some customer-related actions in the chat (for example, typed a message).

## AGENT\_REPLY\_DURATION

**Based on KVP:** thrd\_AgentReplyTotalTime

The amount of time elapsed between a client's message and a subsequent agent's message, summarized throughout the thread.

## MSG\_FROM\_AGENTS

**Based on KVP:** thrd\_MessagesFromAgentsCount

The total number of agents' messages in the thread.

## MSG\_FROM\_AGENTS\_SIZE

**Based on KVP:** thrd\_MessagesFromAgentsSize

The total size of agents' messages in the thread, expressed as the number of characters, including spaces.

## MSG\_FROM\_CUSTOMERS

**Based on KVP:** thrd\_MessagesFromCustomersCount

The total number of client messages in the thread.

## MSG\_FROM\_CUSTOMERS\_SIZE

**Based on KVP:** thrd\_MessagesFromCustomersSize

The total size of client messages in the thread, expressed as the number of characters, including spaces.

## MEDIA\_TYPE\_KEY

**Based on KVP:** csg\_MediaType

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables, to indicate the type of media.

## MEDIA\_ORIGIN\_KEY

**Based on KVP:** csg\_MediaOrigin

The surrogate key that is used to join the MEDIA\_ORIGIN dimension to the fact tables, to indicate where the chat originated.

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

## Index I\_CHAT\_THREAD\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table COBROWSE\_END\_REASON

## Description

**Introduced:** 8.5.011.14

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.

### 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
ID	NUMBER(10)	X	X		
SESSION_END_REASON	VARCHAR2(20 CHAR)		X		Unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as COBROWSE\_END\_REASON\_KEY.

## SESSION\_END\_REASON

The reason why a Co-browse session ended, as provided by Co-browse Server. Possible reasons are:

- DISCONNECTED\_USER
- NONE
- SESSION\_OVER\_LIMIT
- STOPPED\_BY\_USER
- TIMEOUT\_INACTIVE

## 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.

## Index List

CODE	U	C	Description
I_COBROWSE_END_REASON			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_COBROWSE\_END\_REASON

Field	Sort	Comment
SESSION_END_REASON	Ascending	

## Subject Areas

No subject area information available.

# Table COBROWSE\_FACT

## Description

**Introduced:** 8.5.011.14

In partitioned databases, this table is partitioned.

Each row in this table describes a web page visit shared by an agent and a customer during a Co-browse session. The facts are based on data sent in reporting events from Co-browse Server to Genesys Kafka instance when a Co-browse session ends. Genesys Info Mart inserts a new row when it retrieves related data from Kafka instance; rows in this table are not updated. There is one row per web page viewed in a Co-browse session.

The MEDIA\_SERVER\_I\_XN\_GUID links the COBROWSE\_FACT record with the INTERACTION\_FACT (IF) record for the Voice or Chat interaction that is associated with the Co-browse session. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Co-browse activity in conjunction with the underlying interaction activity.

### 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
SESSION_ID	VARCHAR2(50 CHAR)		X		
SESSION_TOKEN	VARCHAR2(20 CHAR)		X		
FIRST_SESSION	NUMBER(10)		X		
MEDIA_SERVER_ID	VARCHAR2(50 CHAR)		X		
SESSION_START_TIME	NUMBER(10)		X		
START_DATE_TIME	NUMBER(10)	X	X	X	
SESSION_RW_FLAG	NUMBER(10)		X		
SESSION_END_TIME	NUMBER(10)		X		
SEGMENT_ID	VARCHAR2(50 CHAR)		X		
SEGMENT_INDEX	NUMBER(10)		X		
SEGMENT_START_TIME	NUMBER(10)		X		
SEGMENT_END_TIME	NUMBER(10)		X		
PAGE_ID	VARCHAR2(50 CHAR)	X	X		
PAGE_INDEX	NUMBER(10)		X		
PAGE_URL	VARCHAR2(512 CHAR)		X		
PAGE_QUERY	VARCHAR2(255 CHAR)				
PAGE_START_TIME	NUMBER(10)		X		
PAGE_END_TIME	NUMBER(10)		X		
COBROWSE_USER_ID	NUMBER(10)		X		-2
COBROWSE_END_TIME	NUMBER(10)		X	X	-2
COBROWSE_MODE	NUMBER(10)		X	X	-2
COBROWSE_PAGE_NUM	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## SESSION\_ID

The identifier of the Co-browse session, as reported by Co-browse Server.

## SESSION\_TOKEN

The token assigned to the Co-browse session by Co-browse Server.

## FIRST\_SESSION

Indicates whether this is the first Co-browse session initiated within a given Voice or Chat interaction. The value is 1 for the first Co-browse session associated with the interaction; the value is 0 otherwise.

## MEDIA\_SERVER\_IXN\_GUID

The interaction GUID, as reported by Interaction Server for the Voice or Chat interaction associated with the Co-browse session.

## SESSION\_START\_TIME\_TS

The UTC-equivalent value of the date and time at which the Co-browse session started.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the Co-browse session 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 timestamp from the reporting object to an appropriate time zone.

In combination with PAGE\_ID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## SESSION\_RW\_FLAG

Identifies whether WRITE mode was used in any segment of the Co-browse session.

## SESSION\_END\_TIME\_TS

The UTC-equivalent value of the date and time at which the Co-browse session ended.

## SEGMENT\_ID

The identifier of the segment within the Co-browse session, as reported by Co-browse Server.

## SEGMENT\_INDEX

The ordinal number of the segment within the Co-browse session. The value of 0 indicates the first segment.

---

## SEGMENT\_START\_TIME\_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session started.

## SEGMENT\_END\_TIME\_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session ended.

## PAGE\_ID

The identifier of the page visited in a Co-browse session, as reported by Co-browse Server.

In combination with START\_DATE\_TIME\_KEY, PAGE\_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## PAGE\_INDEX

The ordinal number of the page visited during the Co-browse session. The value of 0 indicates the first page. The numbering is sequential throughout all segments within the same session.

## PAGE\_URL

The URL of the page visited during the Co-browse session.

## PAGE\_QUERY

**Modified:** 8.5.012.15 (No longer a mandatory field)

The part of the page URL following the question mark ("?",) sign (the *query string*). The field might be empty.

## PAGE\_START\_TIME\_TS

The UTC-equivalent value of the date and time at which a page visit started.

## PAGE\_END\_TIME\_TS

The UTC-equivalent value of the date and time at which a page visit ended.

## COBROWSE\_USER\_AGENT\_KEY

The surrogate key that is used to join the COBROWSE\_USER\_AGENT dimension to the fact table, to identify typical characteristics of the Co-browse session.

## COBROWSE\_END\_REASON\_KEY

The surrogate key that is used to join the COBROWSE\_END\_REASON dimension to the fact table, to identify the reason for the Co-browse session to finish.

## COBROWSE\_MODE\_KEY

The surrogate key that is used to join the COBROWSE\_MODE dimension to the fact table, to identify modes uses in the Co-browse session.

## COBROWSE\_PAGE\_KEY

The surrogate key that is used to join the COBROWSE\_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse session.

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

## Index I\_COBROWSE\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table COBROWSE\_MODE

## Description

**Introduced:** 8.5.011.14

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on the modes that are used in a Co-browse 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
ID	NUMBER(10)	X	X		
SEGMENT_MODE	VARCHAR2(10 CHAR)		X		Unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as COBROWSE\_MODE\_KEY.

## SEGMENT\_MODE

The mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN. In POINTER mode, the agent observes while the customer browses the web page. In WRITE mode, the agent can actively click or enter data on the web page. In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse session.

## 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.

## Index List

CODE	U	C	Description
I_COBROWSE_MODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_COBROWSE\_MODE

Field	Sort	Comment
SEGMENT_MODE	Ascending	

## Subject Areas

No subject area information available.

# Table COBROWSE\_PAGE

## Description

**Introduced:** 8.5.011.14

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.

### 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
ID	NUMBER(10)	X	X		
PAGE_DOMAIN	VARCHAR2(255 CHAR)		X		Unknown
PAGE_PATH	VARCHAR2(255 CHAR)		X		Unknown
PAGE_TITLE	VARCHAR2(255 CHAR)		X		Unknown



Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as COBROWSE\_PAGE\_KEY.

## PAGE\_DOMAIN

The domain of the web page shared in the Co-browse session.

## PAGE\_PATH

The path inside the domain that indicates the web page shared in the Co-browse session.

## PAGE\_TITLE

The title of the web page shared in the Co-browse session.

## 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.

## Index List

CODE	U	C	Description
I_COBROWSE_PAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_COBROWSE\_PAGE

Field	Sort	Comment
PAGE_DOMAIN	Ascending	
PAGE_PATH	Ascending	

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Field	Sort	Comment
PAGE_TITLE	Ascending	

## Subject Areas

No subject area information available.

# Table COBROWSE\_USER\_AGENT

## Description

**Introduced:** 8.5.011.14

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session. The system characteristics include details about customer's device and browser.

### 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
ID	NUMBER(10)	X	X		
CREATOR_USER_AGENT	VARCHAR2(255 CHAR)		X		Unknown
CREATOR_DEVICE_CLASS	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_DEVICE_VENDOR	VARCHAR2(32 CHAR)		X		Unknown

Column	Data Type	P	M	F	DV
	CHAR)				
CREATOR_DEVICE_NAME	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_OS_CLASS	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_OS_NAME	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_OS_VER	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_AGENT_CLASS	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_AGENT_NAME	VARCHAR2(32 CHAR)		X		Unknown
CREATOR_AGENT_VER	VARCHAR2(32 CHAR)		X		Unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as COBROWSE\_USER\_AGENT\_KEY.

## CREATOR\_USER\_AGENT

The type and version of the browser ("UserAgent") that the customer has used in the Co-browse session.

## CREATOR\_DEVICE\_CLASS

The type of the computing device, such as desktop or mobile, that the customer has used in the Co-browse session.

## CREATOR\_DEVICE\_BRAND

The brand of the customer's device used in the Co-browse session.

## CREATOR\_DEVICE\_NAME

The name of the customer's device used in the Co-browse session.

**CREATOR\_OS\_CLASS**

The type of the operating system running on the customer's device used in the Co-browse session.

**CREATOR\_OS\_NAME**

The name of the operating system running on the customer's device used in the Co-browse session.

**CREATOR\_OS\_VER**

The version of the operating system running on the customer's device used in the Co-browse session; for example, Mac OS X.

**CREATOR\_AGENT\_CLASS**

The type of the application used by the customer in the Co-browse session; for example, Browser.

**CREATOR\_AGENT\_NAME**

The name of the application (browser) used by the customer in the Co-browse session; for example, Chrome.

**CREATOR\_AGENT\_VER**

The version of the application (browser) used by the customer in the Co-browse session.

**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.

## Index List

CODE	U	C	Description
I_COBROWSE_USER_AGENTX			Ensures that the combinations of values that are stored in the dimension table are

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CODE	U	C	Description
			unique.

## Index I\_COBROWSE\_USER\_AGENT

Field	Sort	Comment
CREATOR_USER_AGENT	Ascending	
CREATOR_DEVICE_CLASS	Ascending	
CREATOR_DEVICE_BRAND	Ascending	
CREATOR_DEVICE_NAME	Ascending	
CREATOR_OS_CLASS	Ascending	
CREATOR_OS_NAME	Ascending	
CREATOR_OS_VER	Ascending	
CREATOR_AGENT_CLASS	Ascending	
CREATOR_AGENT_NAME	Ascending	
CREATOR_AGENT_VER	Ascending	

## Subject Areas

No subject area information available.

# Table CONTACT\_ATTEMPT\_FACT

## Description

**Modified:** 8.5.003 (RECORD\_FIELD\_41 through RECORD\_FIELD\_60 added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table describes an Outbound Contact Server (OCS) processing attempt for an outbound campaign contact. An attempt may or may not include dialing; an example of an attempt that did not include dialing would be a preview record that is retrieved but then canceled without dialing. The grain of the fact is an accumulating snapshot that represents the duration of the attempt. Record-based columns are populated with data from the first record associated with the contact attempt. Rows are inserted only when the attempt is completed, and they are not updated.

The CALL\_ATTEMPT\_ID enables you to link a Contact Attempt Fact (CAF) record with the associated Interaction Resource Fact (IRF).

### 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

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Column	Data Type	P	M	F	DV
CONTACT_ATTEMPT_KEY	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
DIALING_MODE_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_NUMBER	NUMBER(10)		X	X	-1
PLACE_KEY	NUMBER(10)		X	X	
CAMPAIGN_KEY	NUMBER(10)		X	X	
GROUP_KEY	NUMBER(10)		X	X	
CPD_RESULT_KEY	NUMBER(10)		X	X	
CALL_RESULT_KEY	NUMBER(10)		X	X	
RECORD_TYPE_KEY	NUMBER(10)		X	X	
RECORD_STATUS_KEY	NUMBER(10)		X	X	
CALLING_LIST_KEY	NUMBER(10)		X	X	
CONTACT_INFO_TYPE_KEY	NUMBER(10)		X	X	
TIME_ZONE_KEY	NUMBER(10)		X	X	
ATTEMPT_DISPOSITION	NUMBER(10)		X	X	
CAMP_GROUP_SESSION_KEY	NUMBER(10)			X	
CAMP_GROUP_SESSION_KEY	NUMBER(10)			X	
CALLID	VARCHAR2(64 CHAR)				
RECORD_FIELD_GROUP_KEY	NUMBER(10)		X	X	
RECORD_FIELD_GROUP_KEY	NUMBER(10)		X	X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
CALL_ATTEMPT_ID	VARCHAR2(64 CHAR)				
RECORD_ID	NUMBER(10)				
CHAIN_ID	NUMBER(10)				
CHAIN_N	NUMBER(10)				
CONTACT_INFO	VARCHAR2(255 CHAR)				
ATTEMPT_ORDINAL	NUMBER(10)				
DAILY_FROM_SECOND	NUMBER(10)				



Column	Data Type	P	M	F	DV
DAILY_UNTIL_SECONDS	NUMBER(10)				
DAILY_FROM_TIME	NUMBER(10)				
DAILY_UNTIL_TIME	NUMBER(10)				
DAILY_FROM_TIME_KEY	NUMBER(10)				
DAILY_UNTIL_TIME_KEY	NUMBER(10)				
CONTACT_DAILY_FROM_TIMESTAMP	TIME(3)				
CONTACT_DAILY_UNTIL_TIMESTAMP	TIME(3)				
DIAL_SCHED_TIME	NUMBER(10)				
DIAL_SCHED_TIME_KEY	NUMBER(10)				
CONTACT_DIAL_SCHED_TIMESTAMP	TIME(3)				
OVERDIAL_FLAG	NUMBER(1)				
CONTACT_COMPLETED	NUMBER(1)				
RPC_FLAG	NUMBER(1)				
CONVERSION_FLAG	NUMBER(1)				
CPD_DIAL_COUNT	NUMBER(5)				0
CPD_DIAL_DURATION	NUMBER(10)				0
CPD_COUNT	NUMBER(5)				0
CPD_DURATION_MIN	NUMBER(10)				0
CPD_TRANSFER_COUNT	NUMBER(5)				0
CPD_TRANSFER_DURATION	NUMBER(10)				0
RECORD_FIELD_1 through RECORD_FIELD_10	NUMBER(14,4)				
RECORD_FIELD_11 through RECORD_FIELD_30	NUMBER(10)				
RECORD_FIELD_31 through RECORD_FIELD_60	VARCHAR2(255 CHAR)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## CONTACT\_ATTEMPT\_FACT\_KEY

The primary key of this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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 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.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the contact attempt 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 contact attempt 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 END\_TS timestamp to an appropriate time zone.

## DIALING\_MODE\_KEY

The surrogate key that is used to join the DIALING\_MODE dimension to the fact tables.

## RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension to the fact and aggregate tables in order to identify the person who indicated that this contact attempt is processed. Note that this resource is not necessarily the same resource that handled the outbound call.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups of which

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the Agent resource was a member when the contact attempt started. This field references the default "No Group" (-2) value if the Agent does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

### PLACE\_KEY

The surrogate key that is used to join the PLACE dimension to the fact tables.

### CAMPAIGN\_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

### GROUP\_KEY

The surrogate key that is used to join the GROUP\_ dimension to the fact tables.

### CPD\_RESULT\_KEY

The surrogate key that is used to join the CALL\_RESULT dimension to the fact tables for the dialer result.

### CALL\_RESULT\_KEY

The surrogate key that is used to join the CALL\_RESULT dimension to the fact tables.

### RECORD\_TYPE\_KEY

The surrogate key that is used to join the RECORD\_TYPE dimension to the fact tables.

### RECORD\_STATUS\_KEY

The surrogate key that is used to join the RECORD\_STATUS dimension to the fact tables.

### CALLING\_LIST\_KEY

The surrogate key that is used to join the CALLING\_LIST dimension to the fact tables.

## CONTACT\_INFO\_TYPE\_KEY

The surrogate key that is used to join the CONTACT\_INFO\_TYPE dimension to the fact tables.

## TIME\_ZONE\_KEY

The surrogate key that is used to join the TIME\_ZONE dimension to the fact tables. It specifies the time zone of the contact.

## ATTEMPT\_DISPOSITION\_KEY

The key that uniquely identifies the disposition. The key value combines the state and the descriptor that provides additional details. The first eight bits identify the cause of the contact attempt termination. The key can be used to join the ATTEMPT\_DISPOSITION table to the fact table.

## CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the CAMPAIGN\_GROUP\_SESSION\_FACT table. On a partitioned database, CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY in combination with CAMP\_GROUP\_SESSION\_FACT\_KEY forms a value of the composite primary key for the CAMPAIGN\_GROUP\_SESSION\_FACT table.

## CAMP\_GROUP\_SESSION\_FACT\_KEY

The value of the primary key of the CAMPAIGN\_GROUP\_SESSION\_FACT table. This surrogate key is used to join this contact attempt fact to its campaign group session fact. In other words, this key places the contact attempt within the context of a campaign group session.

## CALLID

The unique ID of the interaction, as retrieved from the CALLID field of the GOX\_CHAIN\_CALL IDB table. The referenced interaction depends on the campaign dialing mode. For example, for Push Preview dialing mode, CALLID refers to the multimedia interaction that is used to push the preview record to an agent.

## RECORD\_FIELD\_GROUP\_1\_KEY

The surrogate key that is used to join the RECORD\_FIELD\_GROUP\_1 dimension to the fact tables. It optionally specifies a combination of configured field values for a contact attempt. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## RECORD\_FIELD\_GROUP\_2\_KEY

The surrogate key that is used to join the RECORD\_FIELD\_GROUP\_2 dimension to the fact tables. It optionally specifies a combination of configured field values for a contact attempt. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## START\_TS

The UTC-equivalent value of the date and time at which the contact attempt began.

## END\_TS

The UTC-equivalent value of the date and time at which the contact attempt ended.

## CALL\_ATTEMPT\_ID

The ID that is assigned to this processing attempt by OCS.

This value allows you to associate interaction details with contact attempt details using the following references:

- IRF\_USER\_DATA\_GEN\_1.GSW\_CALL\_ATTEMPT\_GUID = CONTACT\_ATTEMPT\_FACT.CALL\_ATTEMPT\_ID
- IRF\_USER\_DATA\_GEN\_1.INTERACTION\_RESOURCE\_ID =  
INTERACTION\_RESOURCE\_FACT.INTERACTION\_RESOURCE\_ID

## RECORD\_ID

The unique identifier for the record in the calling list. If multiple records were associated with the contact attempt, the RECORD\_ID is the identifier for the first record associated with the attempt.

## CHAIN\_ID

The chain identifier of the record that is being attempted. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## CHAIN\_N

The order of the record that is being attempted within the chain. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

For example, a customer, represented by CHAIN\_ID=5, could have the following order of attempts defined in this table:

- The first link in the chain (CHAIN\_N = 1) could represent the customer's home telephone number (RECORD\_ID = 10).
- The second link in the chain (CHAIN\_N = 2) could represent the customer's work telephone number (RECORD\_ID = 11).

## CONTACT\_INFO

The contact\_info of the record that is being attempted. If multiple records were associated with the contact attempt, this value is populated from the first of these records. The CONTACT\_INFO\_TYPE dimension value indicates the type, such as HomePhone.

## ATTEMPT\_ORDINAL

The attempt number of the calling list record. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## DAILY\_FROM\_SECONDS

Indicates the start of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## DAILY\_UNTIL\_SECONDS

Indicates the end of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## DAILY\_FROM\_TIME

The UTC-equivalent value that corresponds to the start of the time frame during which this record can be called. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## DAILY\_UNTIL\_TIME

The UTC-equivalent value that corresponds to the end of the time frame during which this record can be called. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

### DAILY\_FROM\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the start of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

### DAILY\_UNTIL\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the end of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

### CONTACT\_DAILY\_FROM\_TIME

The starting date and time of the time frame during which this record can be called, in the time zone of the contact. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

### CONTACT\_DAILY\_UNTIL\_TIME

The ending date and time of the time frame during which this record can be called, in the time zone of the contact. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

### DIAL\_SCHED\_TIME

The UTC-equivalent value of the date and time of the scheduled call. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

### DIAL\_SCHED\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the scheduled time of the call. Use this value as a key to join 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.

### CONTACT\_DIAL\_SCHED\_TIME

The date and time of the scheduled call, in the time zone of the contact. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

### OVERDIAL\_FLAG

A flag to indicate whether this attempt was overdialed, meaning that a contact was reached, but no agent or IVR was available to handle the call: 0 = No, 1 = Yes.

## CONTACT\_COMPLETE\_FLAG

A flag to indicate whether this attempt led to the contact being completed: 0 = No, 1 = Yes.

## RPC\_FLAG

Indicates whether the right person was contacted during this processing attempt: 0 = No, 1 = Yes. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## CONVERSION\_FLAG

Indicates whether a conversion was made during this processing attempt: 0 = No, 1 = Yes. If multiple records were associated with the contact attempt, this value is populated from the first of these records.

## CPD\_DIAL\_COUNT

Indicates whether dialing duration was provided by OCS: 0 = No, 1 = Yes.

## CPD\_DIAL\_DURATION\_MS

The time, in milliseconds, between the moment when dialing was initiated and the moment when the dialed call was answered by the called party or when the call that did not reach the called party was released.

Note that the time when the call was answered by the called party is available only when Call Progress Detection (CPD) Server is used for dialing.

## CPD\_COUNT

Indicates whether this contact attempt had call progress detection performed against it: 0 = No, 1 = Yes.

## CPD\_DURATION\_MS

The time, in milliseconds, from the moment when the call was answered by the called party until the moment when CPD was done.

Note that both time stamps are available only when CPD Server is used for dialing.

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### CPD\_TRANSFER\_COUNT

Indicates whether a transfer was used to deliver the call from the point of call progress detection to the Agent or IVR.

### CPD\_TRANSFER\_DURATION\_MS

The time, in milliseconds, between the moment when CPD was completed and the moment when the call was established on the Agent's DN or IVR DN.

Note that the time when CPD was completed is available only when CPD Server is used for dialing.

### RECORD\_FIELD\_1 through RECORD\_FIELD\_10

Value of custom record fields 1 through 10, respectively. If multiple records were associated with the contact attempt, this value is populated from the first of these records. These fields are a numeric data type.

### RECORD\_FIELD\_11 through RECORD\_FIELD\_30

Value of custom record fields 11 through 30, respectively. If multiple records were associated with the contact attempt, this value is populated from the first of these records. These fields are a numeric data type.

### RECORD\_FIELD\_31 through RECORD\_FIELD\_60

**Introduced:** Release 8.5.003 (RECORD\_FIELD\_41 through RECORD\_FIELD\_60)

Value of custom record fields 31 through 60, respectively. If multiple records were associated with the contact attempt, this value is populated from the first of these records. These fields are a character data type.

### ACTIVE\_FLAG

Indicates whether the contact attempt is currently active: 0 = No, 1 = Yes.

### PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
I_CAF_SDT			Improves access time, based on the Start Date Time key.
I_CAF_TNT			Improves access time, based on the Tenant.
I_CAF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CAF_CID			Improves access time, based on the Call ID.

### Index I\_CAF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

### Index I\_CAF\_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

### Index I\_CAF\_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

### Index I\_CAF\_CID

Field	Sort	Comment
CALLID	Ascending	

## Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Facts** — Represents the relationships between subject area facts.

# Table CONTACT\_INFO\_TYPE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign contact information type. Each row describes one contact information type, such as Home Phone.

### 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
CONTACT_INFO_TYPE_CODE	NUMBER(10)	X	X		
CONTACT_INFO_TYPE	VARCHAR2(32 CHAR)				
CONTACT_INFO_TYPE_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## CONTACT\_INFO\_TYPE\_KEY

The surrogate key that is used to join the Contact Info Type dimension table to the fact tables.

## CONTACT\_INFO\_TYPE

The name of the contact information type. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

This value can change with localization.

## CONTACT\_INFO\_TYPE\_CODE

The code for the contact information type. This field is set to one of the following values:

- NO\_CONTACT\_TYPE
- HOME\_PHONE
- DIRECT\_BUSINESS\_PHONE
- BUSINESS\_WITH\_EXTENSION
- MOBILE
- VACATION\_PHONE
- PAGER
- MODEM
- VOICE\_MAIL
- PIN\_PAGER
- EMAIL\_ADDRESS
- INSTANT\_MESSAGING

This value does not change with localization.

## 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 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

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table DATE\_TIME

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described by attributes of calendar date and 15-minute time interval. This dimension is a calendar — either default or defined in configuration. The table is first populated for a configurable time period in which the schema is initialized and is subsequently populated for the next time period as part of maintenance. Configuration of a time zone and week-numbering rules affect the data population for this table. Each row describes a 15-minute time interval for one calendar date. A single row that contains a date in 2025 is included to serve a special purpose: this future date earmarks a tentative end time for active facts so that applications do not have to test for null. This table enables aggregation along an arbitrary time interval.

Custom DATE\_TIME tables can be added to the schema at any point during or after the Genesys Info Mart deployment. These tables have the same structure as the DATE\_TIME table, are controlled with dedicated configuration options, and are populated by using algorithms that are similar to those for the DATE\_TIME table.

By default, the DATE\_TIME calendar is a Gregorian, not a fiscal, calendar. Values that describe the weeks in which dates belong are fixed to begin on Sunday, with the exception of the first week of the year, which may contain fewer than seven days and may start on a day other than Sunday. The last week of a year may also contain fewer than seven days. This setting is referred to as "simple week numbering" because the calendar year and the week-numbering year coincide. By customizing settings in the date-time configuration section before Genesys Info Mart is initialized, you can change the week starting day, the minimum number of days in the first week of the year, and the time zone. Alternatively, by changing the fiscal-year-week-pattern setting, you can configure the calendar to be a fiscal one.

If you want to change any of the fundamental features of the DATE\_TIME dimension during runtime, you must take special steps to avoid introducing inconsistencies into your calendar data and compromising your reporting results. For information about changing calendar settings during runtime, see the procedure about changing calendar options in the Genesys Info Mart Operations Guide.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not.

The DATE\_TIME\_NEXT\_\* keys facilitate the retrieval of data for a defined reporting interval by identifying all of the rows in the table that define the upper boundary of the reporting interval.

The LABEL\_\* fields provide various string representations of a standard calendar date and/or 15-minute interval.

The RUNNING\_\* fields facilitate the search of facts for the last x number of years, quarters, months, weeks, days, hours, or subhours.

### 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
DATE_TIME_KEY	NUMBER(10)	X	X		
DATE_TIME_30MIN_KEY	NUMBER(10)		X		
DATE_TIME_HOUR_KEY	NUMBER(10)		X		
DATE_TIME_DAY_KEY	NUMBER(10)		X		
DATE_TIME_WEEK_KEY	NUMBER(10)		X		
DATE_TIME_MONTH_KEY	NUMBER(10)		X		
DATE_TIME_QUARTER_KEY	NUMBER(10)		X		
DATE_TIME_YEAR_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_15MIN_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_30MIN_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_HOUR_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_DAY_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_WEEK_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_MONTH_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_QUARTER_KEY	NUMBER(10)		X		
DATE_TIME_NEXT_YEAR_KEY	NUMBER(10)		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
CAL_DATE	DATE		X		
CAL_DAY_NAME	VARCHAR2(32 CHAR)		X		
CAL_MONTH_NAME	VARCHAR2(32 CHAR)		X		
CAL_DAY_NUM_IN_YEAR	NUMBER(5)		X		
CAL_DAY_NUM_IN_MONTH	NUMBER(5)		X		
CAL_DAY_NUM_IN_WEEK	NUMBER(5)		X		
CAL_LAST_DAY_IN_YEAR	NUMBER(1)		X		
CAL_LAST_DAY_IN_MONTH	NUMBER(1)		X		
CAL_WEEK_NUM_IN_YEAR	NUMBER(5)		X		
WEEK_YEAR	NUMBER(5)		X		
CAL_WEEK_START_DATE	DATE		X		
CAL_WEEK_END_DATE	DATE		X		
CAL_MONTH_NUM_IN_YEAR	NUMBER(5)		X		
CAL_QUARTER_NUM_IN_YEAR	NUMBER(5)		X		
CAL_HALF_NUM_IN_YEAR	NUMBER(5)		X		
CAL_YEAR_NUM	NUMBER(5)		X		
CAL_HOUR_NUM_IN_DAY	NUMBER(5)		X		
CAL_HOUR_24_NUM_IN_DAY	NUMBER(5)		X		
CAL_MINUTE_NUM_IN_HOUR	NUMBER(5)		X		
CAL_30MINUTE_NUM_IN_HOUR	NUMBER(5)		X		
LABEL_YYYY	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_QQ	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_WE	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_WE_D	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH24	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH24MM	VARCHAR2(32 CHAR)		X		



Column	Data Type	P	M	F	DV
	CHAR)				
LABEL_YYYY_MM_DD_HH24_30MI	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH_MI	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH24_MI	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH_15INT	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH24_15INT	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH_30INT	VARCHAR2(32 CHAR)		X		
LABEL_YYYY_MM_DD_HH24_30INT	VARCHAR2(32 CHAR)		X		
LABEL_QQ	VARCHAR2(32 CHAR)		X		
LABEL_MM	VARCHAR2(32 CHAR)		X		
LABEL_WE	VARCHAR2(32 CHAR)		X		
LABEL_DD	VARCHAR2(32 CHAR)		X		
LABEL_HH	VARCHAR2(32 CHAR)		X		
LABEL_HH24	VARCHAR2(32 CHAR)		X		
LABEL_30MI	VARCHAR2(32 CHAR)		X		
LABEL_MI	VARCHAR2(32 CHAR)		X		
LABEL_TZ	VARCHAR2(32 CHAR)		X		
AMPM_INDICATOR	VARCHAR2(4 CHAR)		X		
RUNNING_YEAR_NUM	NUMBER(10)		X		
RUNNING_QUARTER_NUM	NUMBER(10)		X		
RUNNING_MONTH_NUM	NUMBER(10)		X		
RUNNING_WEEK_NUM	NUMBER(10)		X		
RUNNING_DAY_NUM	NUMBER(10)		X		
RUNNING_HOUR_NUM	NUMBER(10)		X		
RUNNING_30MIN_NUM	NUMBER(10)		X		

## DATE\_TIME\_KEY

The primary key of this table. It is used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field increases monotonically to facilitate the calculation of time interval ranges and is equal to the UTC-equivalent time at which the time interval started.

## DATE\_TIME\_30MIN\_KEY

The surrogate key that is used to join a particular 30-minute interval in this table to the fact and aggregate tables. Two rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the 30-minute interval.

## DATE\_TIME\_HOUR\_KEY

The surrogate key that is used to join a particular hour in this table to the fact and aggregate tables. Four rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the hour interval.

## DATE\_TIME\_DAY\_KEY

The surrogate key that is used to join a particular day in this table to the fact and aggregate tables. Ninety-six rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the day interval.

## DATE\_TIME\_WEEK\_KEY

The surrogate key that is used to join a particular week in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the week interval.

## DATE\_TIME\_MONTH\_KEY

The surrogate key that is used to join a particular month in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the month interval.

## DATE\_TIME\_QUARTER\_KEY

The surrogate key that is used to join a particular quarter in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the quarter interval.

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**DATE\_TIME\_YEAR\_KEY**

The surrogate key that is used to join a particular year in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE\_TIME\_KEY that represents the start of the year interval.

**DATE\_TIME\_NEXT\_KEY**

Points to the next record of this table. This value is DATE\_TIME\_KEY+1.

**DATE\_TIME\_NEXT\_30MIN\_KEY**

Points to the DATE\_TIME\_30MIN\_KEY record that represents the next 30-minute period.

**DATE\_TIME\_NEXT\_HOUR\_KEY**

Points to the DATE\_TIME\_HOUR\_KEY record that represents the next hour.

**DATE\_TIME\_NEXT\_DAY\_KEY**

Points to the DATE\_TIME\_DAY\_KEY record that represents the next calendar day.

**DATE\_TIME\_NEXT\_WEEK\_KEY**

Points to the DATE\_TIME\_WEEK\_KEY record that represents the next calendar week.

**DATE\_TIME\_NEXT\_MONTH\_KEY**

Points to the DATE\_TIME\_MONTH\_KEY record that represents the next calendar month.

**DATE\_TIME\_NEXT\_QUARTER\_KEY**

Points to the DATE\_TIME\_QUARTER\_KEY record that represents the next calendar quarter.

**DATE\_TIME\_NEXT\_YEAR\_KEY**

Points to the DATE\_TIME\_YEAR\_KEY record that represents the next year.

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## 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 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.

## CAL\_DATE

The date/time data type for a calendar date that is specific for this RDBMS.

## CAL\_DAY\_NAME

The calendar day name — for example, "Sunday".

## CAL\_MONTH\_NAME

The calendar month name — for example, "January".

## CAL\_DAY\_NUM\_IN\_WEEK

The day number in a week. By default, the values start with 1 for Sunday and end with 7 for Saturday. If another day is configured as the first day of the week, the value 1 is populated for that day, the value 2 is populated for the subsequent day, and so forth. For example, if Monday is configured as the first day of the week (that is, the **first-day-of-week** configuration option is set to 2), the CAL\_DAY\_NUM\_IN\_WEEK values start with 1 for Monday and end with 7 for Sunday.

## CAL\_DAY\_NUM\_IN\_MONTH

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

## CAL\_DAY\_NUM\_IN\_YEAR

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

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### CAL\_LAST\_DAY\_IN\_WEEK

The indicator for the last day of the calendar week: 0 = No, 1 = Yes. For example, this value may be 0 for Wednesday records and 1 for Saturday records.

### CAL\_LAST\_DAY\_IN\_MONTH

The indicator for the last day of the calendar month: 0 = No, 1 = Yes. For example, this value is set to 0 for January 16 and 1 for January 31.

### CAL\_WEEK\_NUM\_IN\_YEAR

The week number in the calendar year, starting with 1 and ending with 53. The first week begins on the first day of the calendar year and may contain fewer than seven days. Likewise, the last week, ending with the last day of the year, may contain fewer than seven days.

### WEEK\_YEAR

The year number for the week to which this day belongs. By default, the week year matches the calendar year. If the week numbering is configured to differ from the simple week numbering (for example, for the purpose of financial reports), the year number that is stored for the first and last weeks differs from the year number of the calendar year.

### CAL\_WEEK\_START\_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week start date. For example, if a week starts on Sunday, this value is March 7, 2010 for all dates between March 7, 2010 and March 13, 2010.

### CAL\_WEEK\_END\_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week end date. For example, if a week starts on Sunday, this value is March 13, 2010 for all dates between March 7, 2010 and March 13, 2010.

### CAL\_MONTH\_NUM\_IN\_YEAR

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

### CAL\_QUARTER\_NUM\_IN\_YEAR

The number of the quarter in the calendar year, starting with 1 for the first quarter (January 1

through March 31) and ending with 4 for the fourth quarter (October 1 through December 31).

### CAL\_HALF\_NUM\_IN\_YEAR

The number of the half of the calendar year, starting with 1 for January 1 through June 30 and ending with 2 for July 1 through December 31.

### CAL\_YEAR\_NUM

The Gregorian calendar year, expressed as a four-digit integer — for example, 2010.

### CAL\_HOUR\_NUM\_IN\_DAY

The hour of the day, expressed as an integer from 1-12. This field is intended to be used in conjunction with the AMPM\_INDICATOR field.

### CAL\_HOUR\_24\_NUM\_IN\_DAY

The hour of the day, as an integer from 00 to 23.

### CAL\_MINUTE\_NUM\_IN\_HOUR

The 15-minute number of the hour. This field is set to one of the following values:

- 0 — for  $0 \leq \text{min} < 15$
- 15 — for  $15 \leq \text{min} < 30$
- 30 — for  $30 \leq \text{min} < 45$
- 45 — for  $45 \leq \text{min} < 60$

### CAL\_30MINUTE\_NUM\_IN\_HOUR

The 30-minute number of the hour. This field is set to one of the following values:

- 0 — for  $0 \leq \text{min} < 30$
- 30 — for  $30 \leq \text{min} < 60$

### LABEL\_YYYY

The current date expressed as a string in YYYY format, where YYYY represents a four-digit year. This

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field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010".

### LABEL\_YYYY\_QQ

The current date, expressed as a string in YYYY QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010 1Q".

### LABEL\_YYYY\_MM

The current date, expressed as a string in YYYY-MM format, where MM represents the two-digit month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01".

### LABEL\_YYYY\_WE

The current date, expressed as a string in YYYY-Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-W05" (January 30, 2010 fell in the fifth week of the year).

### LABEL\_YYYY\_WE\_D

The current date expressed as a string in YYYY-Www-D format, where Www represents the two-digit week number of the year, preceded by the letter "W", and D represents the day number in the week. This field is useful when used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-05-1" (January 30, 2010 fell in the fifth week of the year, and Sunday is the first day of the week).

### LABEL\_YYYY\_MM\_DD

The current date, expressed as a string in YYYY-MM-DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30".

### LABEL\_YYYY\_MM\_DD\_HH

The current date, expressed as a string in YYYY-MM-DD HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03".

### LABEL\_YYYY\_MM\_DD\_HH24

The current date, expressed as a string in YYYY-MM-DD HH format where hour (HH) values range from 01 to 24. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15".

### LABEL\_YYYY\_MM\_DD\_HH\_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30".

### LABEL\_YYYY\_MM\_DD\_HH24\_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30".

### LABEL\_YYYY\_MM\_DD\_HH\_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45".

### LABEL\_YYYY\_MM\_DD\_HH24\_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45".

### LABEL\_YYYY\_MM\_DD\_HH\_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day. Hour values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45-04:00".

### LABEL\_YYYY\_MM\_DD\_HH24\_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the

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15-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45-16:00".

### LABEL\_YYYY\_MM\_DD\_HH\_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30-04:00".

### LABEL\_YYYY\_MM\_DD\_HH24\_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30-16:00".

### LABEL\_QQ

A string representation of the current date, expressed in QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "1Q".

### LABEL\_MM

A string representation of the current date, expressed in MM format, where MM represents the two-digit month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "01".

### LABEL\_WE

A string representation of the current date, expressed in Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label for report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "W05". (January 30, 2010 falls in the fifth week of the year.)

### LABEL\_DD

A string representation of the current date, expressed in DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

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### LABEL\_HH

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "03".

### LABEL\_HH24

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "15".

### LABEL\_30MI

A string representation of the current date, expressed in mm format, where mm represents the closest 30-minute period that is less than or equal to the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

### LABEL\_MI

A string representation of the current date, expressed in mm format, where mm represents the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "45".

### LABEL\_TZ

A string representation of the time zone designator, as defined in ISO 8601 standard. For the time zone in which the UTC offset is equal zero, the letter "Z" is stored as the time zone designator. The zone designator for other time zones is specified by the offset from UTC in the format  $\pm$ HH:<mm>, where HH represents hours and mm represents minutes, if applicable. For example, if the time that is being described is one hour ahead of UTC, the stored value would be "+01".

### AMPM\_INDICATOR

Indicates the period between midnight and noon ("AM") or between noon and midnight ("PM").

### RUNNING\_YEAR\_NUM

The running year number, starting with 1 for the year that is populated as the first year in this calendar. The **date-time-start-year** configuration option controls the starting year. By default, the calendar starts with the year that precedes the DATE\_TIME table initialization. For example, if the Genesys Info Mart database is initiated in year 2010, this field stores the value of 2 for rows that are generated for 2010 dates.

## RUNNING\_QUARTER\_NUM

The running quarter number, starting with 1 as the first quarter of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-4, respectively, for the four quarters of the first populated year (for example, 2009); 5-8, respectively, for the four quarters of the second populated year (in this example, 2010); and so forth.

## RUNNING\_MONTH\_NUM

The running month number, starting with 1 as the first month of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-12, respectively, for the 12 months of the first populated year (for example, 2009); 13-24, respectively, for the 12 months of the second populated year (in this example, 2010); and so forth.

## RUNNING\_WEEK\_NUM

The running week number, starting with 1 as the first week of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that, with simple week numbering, this value is 1-53, respectively, for the 53 weeks of the first populated year (for example, 2009); 54-107, respectively, for the 53 weeks of the second populated year (in this example, 2010); and so forth.

## RUNNING\_DAY\_NUM

The running day number, starting with 1 as the first day of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-365, respectively, for the 365 days of the first populated year (for example, 2009); 366-730, respectively, for the 365 days of the second populated year (in this example, 2010); and so forth.

## RUNNING\_HOUR\_NUM

The running hour number, starting with 1 as the first hour of the first day of the first year that is populated for this calendar. Running hours do not reset at the beginning of each day, so that this value is 1-24, respectively, for the 24 hours of the first populated day (for example, 1/1/2009); 25-48, respectively, for the 24 hours of the second populated day (in this example, 1/2/2009); and so forth.

## RUNNING\_30MIN\_NUM

The running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of the first year that is populated for this calendar. Running 30-minute periods do not reset at the beginning of each hour, so that this value is 1-2, respectively, for the two 30-minute intervals of the first hour of 1/1/2009, if 2009 is the first year populated for this calendar; 3-4, respectively, for the two 30-minute intervals in the second hour of this day; and so forth.

## Index List

CODE	U	C	Description
IDX_DT_30			Improves access time, based on a 30-minute key.
IDX_DT_NEXT30			Improves access time, based on the next 30-minute key.
IDX_DT_NEXT			Improves access time, based on the key of the next record.
IDX_DT_30_INT			Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
IDX_DT_HOUR_INT			Improves access time, based on the hour key, the next hour key, and the primary key.
IDX_DT_DAY_INT			Improves access time, based on the day key, the next day key, and the primary key.
IDX_DT_MONTH_INT			Improves access time, based on the month key, the next month key, and the primary key.
IDX_DT_CAL_DATE			Improves access time, based on the calendar date.

## Index IDX\_DT\_30

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	

## Index IDX\_DT\_NEXT30

Field	Sort	Comment
DATE_TIME_NEXT_30MIN_KEY	Ascending	

## Index IDX\_DT\_NEXT

Field	Sort	Comment
DATE_TIME_NEXT_KEY	Ascending	

## Index IDX\_DT\_30\_INT

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	
DATE_TIME_NEXT_30MIN_KEY	Ascending	
DATE_TIME_KEY	Ascending	

## Index IDX\_DT\_HOUR\_INT

Field	Sort	Comment
DATE_TIME_HOUR_KEY	Ascending	
DATE_TIME_NEXT_HOUR_KEY	Ascending	
DATE_TIME_KEY	Ascending	

## Index IDX\_DT\_DAY\_INT

Field	Sort	Comment
DATE_TIME_DAY_KEY	Ascending	
DATE_TIME_NEXT_DAY_KEY	Ascending	
DATE_TIME_KEY	Ascending	

## Index IDX\_DT\_MONTH\_INT

Field	Sort	Comment
DATE_TIME_MONTH_KEY	Ascending	
DATE_TIME_NEXT_MONTH_KEY	Ascending	
DATE_TIME_KEY	Ascending	

## Index IDX\_DT\_CAL\_DATE

Field	Sort	Comment
CAL_DATE	Ascending	

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## Subject Areas

- **Calling\_List\_Metric** — Represents a snapshot of outbound campaign calling list metrics.
- **Calling\_List\_To\_Campaign** — Represents the associations between calling lists and campaigns.
- **Campaign\_Group\_Session** — Represents campaign groups as they are being loaded and unloaded.
- **Campaign\_Group\_State** — Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".
- **Campaign\_Group\_To\_Campaign** — Represents the associations between agent groups or place groups and campaigns.
- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Interaction\_Resource\_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- **Place\_Group** — Represents the membership of places among place groups.
- **Resource\_Group** — Represents the membership of contact center resources among resource groups.
- **Resource\_Skill** — Represents the skill resumes of agent resources.
- **Summary\_Resource\_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table DIALING\_MODE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

### 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
DIALING_MODE_KEY	NUMBER(10)	X	X		
DIALING_MODE	VARCHAR2(32 CHAR)				
DIALING_MODE_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## DIALING\_MODE\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## DIALING\_MODE

The dialing mode. This field is set to one of the following values:

- None
- Unknown Dialing Mode
- Predictive
- Progressive
- Preview
- Progressive with seizing
- Predictive with seizing
- Power
- Power with seizing
- Push Preview
- Progressive GVP
- Predictive GVP
- Power GVP

These values change with localization.

## DIALING\_MODE\_CODE

The dialing mode code. This field is set to one of the following values:

- NONE
- UNKNOWN\_DIALING\_MODE
- PREDICTIVE
- PROGRESSIVE
- PREVIEW
- PROGRESSIVE\_WITH\_SEIZING
- PREDICTIVE\_WITH\_SEIZING
- POWER
- POWER\_WITH\_SEIZING
- PUSH\_PREVIEW
- PROGRESSIVE\_GVP
- PREDICTIVE\_GVP
- POWER\_GVP

This value does not change with localization.

## 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 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

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table GPM\_DIM1

## Description

**Introduced:** 8.5.014.09

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.

### 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
ID	NUMBER(10)	X	X		
PREDICTOR_TYPE	VARCHAR2(32 CHAR)		X		unknown
ROUTING_CRITERIA	VARCHAR2(32 CHAR)		X		unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as GPM\_DIM1\_KEY.

## PREDICTOR\_TYPE

**Based on KVP:** gpmPredictorType

Describes the type of KPI for which the predictor is used.

## ROUTING\_CRITERIA

**Based on KVP:** gpmRoutingMethod

Reserved for future use.

## 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.

## Index List

CODE	U	C	Description
I_GPM_DIM1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_GPM\_DIM1

Field	Sort	Comment
PREDICTOR_TYPE	Ascending	
ROUTING_CRITERIA	Ascending	

## Subject Areas

No subject area information available.

# 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_ID	VARCHAR2(64 CHAR)	X	X		
ROUTE_ATTEMPT_ID	NUMBER(10)	X	X		1
RESOURCE_KEY	NUMBER(10)	X	X	X	-2
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
ADDED_TS	NUMBER(10)		X		
MESSAGE	VARCHAR2(255 CHAR)				
AGENT_SCORE	NUMBER(10,5)		X		0
GLOBAL_SCORE	NUMBER(10,5)		X		0
MEDIAN_SCORE	NUMBER(10,5)		X		0
MAX_SCORE	NUMBER(10,5)		X		0
MIN_SCORE	NUMBER(10,5)		X		0
SCORE_ABOVE_MEDIAN	VARCHAR2(10 CHAR)		X		unknown
AGENT_RANK	NUMBER(10)		X		0
TARGET_SIZE	NUMBER(10)		X		0
WAIT_TIME	NUMBER(10)		X		0
GPM_RESULT_KEY	NUMBER(10)		X	X	-2
GPM_PREDICTOR_KEY	NUMBER(10)		X	X	-2
GPM_MODEL_KEY	NUMBER(10)		X	X	-2
DEFAULT_SCORE	NUMBER(10,5)				
DEFAULT_SCORE_UNIT	NUMBER(10)				
DEFAULT_SCORES_COUNT	NUMBER(10)				
GLOBAL_SCORES_COUNT	NUMBER(10)				
ADJUSTED_SCORE	NUMBER(10,5)				
INITIAL_SCORE_THRESHOLD	NUMBER(10)				
FINAL_SCORE_THRESHOLD	NUMBER(10)				
SUITABLE_AGENTS_COUNT	NUMBER(10)				
GPM_DIM1_KEY	NUMBER(10)		X		-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(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.

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## 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

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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

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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.

# Table GPM\_MODEL

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the MODEL and MODEL\_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets. The model is the variant of the predictor used to calculate agent scores for the interaction.

### 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
ID	NUMBER(10)	X	X		
MODEL	VARCHAR2(255 CHAR)		X		unknown
MODEL_ID	VARCHAR2(32)		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as GPM\_MODEL\_KEY.

## MODEL

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmModel

The name of the model in the Journey Optimization Platform (JOP).

## MODEL\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmModelId

The UUID of the model.

## 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.

## Index List

CODE	U	C	Description
I_GPM_MODEL	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_GPM\_MODEL

Field	Sort	Comment
MODEL	Ascending	

Field	Sort	Comment
MODEL_ID	Ascending	

## Subject Areas

No subject area information available.

# Table GPM\_PREDICTOR

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the PREDICTOR and PREDICTOR\_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.

### 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
ID	NUMBER(10)	X	X		
PREDICTOR	VARCHAR2(255 CHAR)		X		unknown
PREDICTOR_ID	VARCHAR2(32 CHAR)		X		unknown



Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as GPM\_PREDICTOR\_KEY.

## PREDICTOR

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmPredictor

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the **PredictorsCfg** Transaction List object is used as the predictor name.

## PREDICTOR\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmPredictorId

The UUID of the predictor used for scoring.

## 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.

## Index List

CODE	U	C	Description
I_GPM_PREDICTOR	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_GPM\_PREDICTOR

Field	Sort	Comment
PREDICTOR	Ascending	

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Field	Sort	Comment
PREDICTOR_ID	Ascending	

## Subject Areas

No subject area information available.

# Table GPM\_RESULT

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: GPM\_MODE, GPM\_STATUS, GPM\_RESULT, GPM\_USE, CUSTOMER\_FOUND)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

### 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
ID	NUMBER(10)	X	X		
GPM_MODE	VARCHAR2(20 CHAR)		X		unknown
GPM_STATUS	VARCHAR2(20		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
GPM_RESULT	VARCHAR2(255 CHAR)		X		
GPM_USE	VARCHAR2(10 CHAR)		X		unknown
CUSTOMER_FOUND	VARCHAR2(10 CHAR)		X		unknown
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as GPM\_RESULT\_KEY.

## GPM\_MODE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmMode

The mode in which Predictive Routing is operating, as specified in configuration. This field is set to one of the following values:

- prod
- off
- dry-run
- ab-test-time-sliced
- unknown

## GPM\_STATUS

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmStatus

Indicates the scenario under which the interaction was processed. This field is set to one of the following values:

- agent-surplus
- call-surplus
- unknown

For more information about the agent-surplus and call-surplus scenarios, see the information about interaction flows in the Predictive Routing *Deployment and Operations Guide*.

## GPM\_RESULT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmResult

The result of Predictive Routing processing. This field is set to one of the following values:

- 1 - ok
- 2 - Authentication to scoring engine failed
- 3 - Scoring request failed
- 4 - Agent list is empty
- 5 - URS overload, ixn skipped
- 6 - Predictor not found
- 7 - Failed to build scoring request
- 8 - SetIdealAgent or SetReadyCondition execution error
- 9 - Interaction log not found in global map
- 10 - Unknown error
- 11 - Channel is not supported
- 12 - Reserved for future use
- 13 - Call Abandoned
- 14 - Call Routing Failed
- 15 - Predictive Routing is turned off or is not used for this interaction

In the case of errors, the MESSAGE field in the GPM\_FACT table displays the error message.

## GPM\_USE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmUse

The meaning depends on the mode in which Predictive Routing is operating (see [GPM\\_MODE](#)). This field is set to one of the following values:

- 1 - When the mode is ab-test-time-sliced, indicates that the interaction was selected for Predictive Routing. When the mode is prod, indicates the normal case, when Predictive Routing occurred without error.
  - 0 - When the mode is ab-test-time-sliced, indicates the interaction was processed with skill-based routing. When the mode is dry-run, indicates that the interaction completed without error.
  - unknown - For any mode, indicates that an error occurred in one of the Predictive Routing subroutines, and the solution defaulted to skill-based routing.
-

## CUSTOMER\_FOUND

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** gpmCustomerFound

Indicates if features from the customer record were successfully retrieved from the customer relationship management (CRM) database and used to calculate agent scores. This field is set to one of the following values: 0 (= No), 1 (= Yes), unknown.

## 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.

## Index List

CODE	U	C	Description
I_GPM_RESULT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_GPM\_RESULT

Field	Sort	Comment
GPM_MODE	Ascending	
GPM_STATUS	Ascending	
GPM_RESULT	Ascending	
GPM_USE	Ascending	
CUSTOMER_FOUND	Ascending	

## Subject Areas

No subject area information available.

# Table GROUP\_ANNEX

## Description

**Introduced:** 8.1.4

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of the following types:

- Agent Group
- DN Group

The data is based on the records that are stored in the GC\_ANNEX table of the configuration IDB for these configuration objects. Genesys Interactive Insights uses the data to control visibility for certain data and reports.

A new row is issued for each geographical location, business line, or organizational structure attribute that is specified for a resource group as a configuration option on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

### 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
GROUP_KEY	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
SECTIONNAME	VARCHAR2(255 CHAR)	X	X		
KEYNAME	VARCHAR2(255 CHAR)	X	X		
VALUE	VARCHAR2(255 CHAR)				
END_TS	NUMBER(10)		X		
CFGOBJECTID	NUMBER(10)		X		
CFGOBJECTTYPE	NUMBER(3)		X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
ACTIVE_FLAG	NUMBER(1)		X		

### GROUP\_KEY

The primary key that is used to join this table to the GROUP\_ dimension.

### TENANT\_KEY

The surrogate key that is used to join this dimension to the TENANT dimension.

### SECTIONNAME

The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC\_ANNEX.SECTIONNAME IDB field for a respective Agent Group or DN Group record.

### KEYNAME

The name of the configuration option that specifies the geographical location, business line, or organization structure and that is set on the Annex tab of the configuration object. This value equals the value of the GC\_ANNEX.KEYNAME field in IDB for a respective Agent Group or DN Group record.



## VALUE

The value of the specified configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC\_ANNEX.VALUE field in IDB for a respective Agent Group or DN Group record.

## END\_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC\_ANNEX.DELETED field in IDB for a respective Agent Group or DN Group record.

## CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC\_ANNEX.CFGOBJECTID field in IDB for a respective Agent Group or DN Group record.

## CFGOBJECTTYPE

The type of the configuration object: Agent Group or DN Group. This value equals the value of the GC\_ANNEX.CFGOBJECTTYPE field in IDB for a respective Agent Group or DN Group record.

## 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 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.

## ACTIVE\_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

## Index List

CODE	U	C	Description
I_GROUP_ANNEX_END_TS			Improves access time, based on the End Timestamp.
I_GROUP_ANNEX	X		Improves access time, based on dimension values.

## Index I\_GROUP\_ANNEX\_END\_TS

Field	Sort	Comment
END_TS	Ascending	

## Index I\_GROUP\_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

## Subject Areas

No subject area information available.

# Table INTERACTION\_DESCRIPTOR

## Description

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single- and multi-language databases: CUSTOMER\_SEGMENT, SERVICE\_TYPE, SERVICE\_SUBTYPE, BUSINESS\_RESULT); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type, service subtype, customer segment, and business result. Because the business attribute values may change over the lifetime of an interaction, each interaction resource fact has an interaction descriptor that snapshots the current value of the attributes.

Each row in this table describes a distinct combination of business attributes that characterize the interaction. A new row is issued for each distinct combination of business attributes. The values are populated from the user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

### Important

Although the maximum length of the underlying IDB fields is 255 characters, Genesys Info Mart restricts the maximum length of the fields related to user data KVPs in this dimension table to 170 for RDBMSs other than Oracle. Refer to the [RDBMS Considerations](#) on the [User Data Mapping page](#) in the *Genesys Info Mart Deployment Guide* for more information.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart

release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
INTERACTION_DESCRIPTOR_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CUSTOMER_SEGMENT	VARCHAR2(255 CHAR)		X		DEFAULT_CUSTOMER_SEGMENT
SERVICE_TYPE	VARCHAR2(255 CHAR)		X		DEFAULT_SERVICE_TYPE
SERVICE_SUBTYPE	VARCHAR2(255 CHAR)		X		DEFAULT_SERVICE_SUBTYPE
BUSINESS_RESULT	VARCHAR2(255 CHAR)		X		DEFAULT_BUSINESS_RESULT
PURGE_FLAG	NUMBER(1)				

## INTERACTION\_DESCRIPTOR\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding INTERACTION\_RESOURCE\_FACT record. This value can be used to restrict data access.

## 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.

## CUSTOMER\_SEGMENT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The value of a customer, relative to a business line. For example, customers can be categorized according to maximum spending limit, such as platinum, gold, and silver; similarly, for service-related transactions, they could be categorized according to the service package that they have bought. The default value, DEFAULT\_CUSTOMER\_SEGMENT, is the same as the default value populated for the CUSTOMER\_SEGMENT KVP in the CTL\_UD\_TO\_UDE\_MAPPING table.

## SERVICE\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The service that is being requested by the customer. It can be used to categorize interactions according to their product or service offering. The default value, DEFAULT\_SERVICE\_TYPE, is the same as the default value populated for the SERVICE\_TYPE KVP in the CTL\_UD\_TO\_UDE\_MAPPING table.

## SERVICE\_SUBTYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The detailed type of service that is being requested by the customer. It can be used to categorize interactions according to particular product or service requests. The default value, DEFAULT\_SERVICE\_SUBTYPE, is the same as the default value populated for the SERVICE\_SUBTYPE KVP in the CTL\_UD\_TO\_UDE\_MAPPING table.

## BUSINESS\_RESULT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The result of the interaction, from a business perspective; for example, the interaction resulted in a sale or in a new customer account being opened. The default value, DEFAULT\_BUSINESS\_RESULT, is

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the same as the default value populated for the BUSINESS\_RESULT KVP in the CTL\_UD\_TO\_UDE\_MAPPING table.

## PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
I_INTERACTION_DESCRIPTOR			Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.

## Index I\_INTERACTION\_DESCRIPTOR

Field	Sort	Comment
TENANT_KEY	Ascending	
CUSTOMER_SEGMENT	Ascending	
SERVICE_TYPE	Ascending	
SERVICE_SUBTYPE	Ascending	
BUSINESS_RESULT	Ascending	

## Subject Areas

- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table INTERACTION\_FACT

## Description

**Modified:** 8.5.003 (ANCHOR\_ID and ANCHOR\_SDT\_KEY added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table represents the interaction from the perspective of a customer experience. The grain of the fact is an accumulating snapshot that summarizes facts that are related to a given interaction.

For multimedia interactions, the grain of the fact is the same as for voice interactions in the majority of cases. A new INTERACTION\_FACT row is generated for:

- Each new root interaction (identified by a unique ROOTIRID)
- Each new inbound interaction, even if this interaction is associated with an existing root interaction (has the same ROOTIRID value) as could be the case with an inbound customer reply interaction
- A late outbound reply (a multimedia interaction representing an e-mail reply that is created after the parent interaction has already been terminated)

### 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

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Column	Data Type	P	M	F	DV
INTERACTION_ID	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
INTERACTION_TYPE_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
MEDIA_SERVER_ROOT_ID	NUMBER(20)				
MEDIA_SERVER_IDX_ID	NUMBER(20)				
MEDIA_SERVER_ROOT_IDXN_GUID	VARCHAR2(50 CHAR)				
MEDIA_SERVER_IDXN_GUID	VARCHAR2(50 CHAR)				
SOURCE_ADDRESS	VARCHAR2(255 CHAR)				
TARGET_ADDRESS	VARCHAR2(255 CHAR)				
SUBJECT	VARCHAR2(1024 CHAR)				
STATUS	NUMBER(5)		X		0
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)			X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
ANCHOR_ID	NUMBER(19)				
ANCHOR_SDT_KEY	NUMBER(10)			X	
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## INTERACTION\_ID

The primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction resource facts, because of consultations, transfers, and so forth.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## INTERACTION\_TYPE\_KEY

The surrogate key that is used to join the INTERACTION\_TYPE dimension to the fact tables.



## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

## MEDIA\_SERVER\_ROOT\_IXN\_ID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the interaction ID of the root interaction in the thread; otherwise, this field is null. This value might not be unique.

**Note:** A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction, and subsequent continuations of the new thread will refer to this interaction as the root interaction.

## MEDIA\_SERVER\_IXN\_ID

The interaction ID, as reported by the interaction media server for the first call in the interaction. This ID might not be unique. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server Conn ID. This field is not populated for multimedia.

## MEDIA\_SERVER\_ROOT\_IXN\_GUID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the root interaction GUID that represents the original interaction in the thread, as reported by the interaction media server and ICON; otherwise, this field is null. This value might not be unique.

**Note:** A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction; however, subsequent continuations of the new thread will still refer to the original root interaction GUID, as reported by ICON.

## MEDIA\_SERVER\_IXN\_GUID

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. In the case of multimedia, the GUID is the Interaction ID from Interaction Server.

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## SOURCE\_ADDRESS

The source media address that initiated the interaction, such as ANI for voice media or the From e-mail address for multimedia. This value may represent a network resource address.

## TARGET\_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for multimedia interactions because there can be multiple target addresses. This value may represent a network resource address.

## SUBJECT

**Modified:** 8.5.007 (data type extended from 255 to 1024 characters)

The subject of the primary media server interaction.

## STATUS

**Modified:** 8.5.001 (error code 26 added)

Transformation status of the interaction fact data. This field is set to one of the following values:

- 0 — No errors were encountered.
- 1 — An unspecified error was encountered.
- 2 — An unexpected error occurred during data transformation for the INTERACTION\_RESOURCE\_FACT table.
- 3 — The G\_IS\_LINK table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The G\_IS\_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.
- 5 — The G\_IS\_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G\_IS\_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS\_LINK does not match the CALLID in IS\_LINK\_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G\_PARTY\_HISTORY table contains no record with ChangeType = 1 ("party\_created") for a certain party.
- 10 — The G\_PARTY\_HISTORY table contains multiple records with ChangeType = 1 ("party\_created") for the same party.
- 11 — The record in the G\_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a

called party in a source call, that either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)

- 13 — The record in the GO\_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G\_CALL record.
- 16 — Merge processing discarded a stuck G\_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G\_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G\_ROUTE\_RESULT table is not unique.
- 22 — The value of the VQID in the G\_VIRTUAL\_QUEUE table is not unique.
- 23 — The value of the MEDIATION\_SEGMENT\_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

## START\_TS

The UTC-equivalent value of the date and time at which the interaction began.

## END\_TS

The UTC-equivalent value of the date and time at which the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle.

## START\_DATE\_TIME\_KEY

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.

## END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the interaction 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 END\_TS timestamp to an appropriate time zone.

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## 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 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.

## ANCHOR\_ID

**Introduced:** Release 8.5.003

Identifies the fact (IRF or MSF) that can be considered the current anchor for this interaction in relevant reports. Since multimedia interactions are populated while they are still active, some reports might capture a multimedia interaction before it reaches a handling resource, and later reports might capture the interaction after it has reached a handling resource.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR\_ID is based on the INTERACTION\_RESOURCE\_ID of the INTERACTION\_RESOURCE\_FACT (IRF) record with IRF\_ANCHOR = 1.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR\_ID is based on the MEDIATION\_SEGMENT\_ID of the MEDIATION\_SEGMENT\_FACT (MSF) record for the most recent mediation DN.

## ANCHOR\_SDT\_KEY

**Introduced:** Release 8.5.003

The START\_DATE\_TIME\_KEY value of the fact (IRF or MSF) that is identified by ANCHOR\_ID.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR\_SDT\_KEY equals the START\_DATE\_TIME\_KEY of the IRF identified by ANCHOR\_ID.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR\_SDT\_KEY equals the START\_DATE\_TIME\_KEY of the MSF identified by ANCHOR\_ID.

**ACTIVE\_FLAG**

Indicates whether the interaction is currently active: 0 = No, 1 = Yes.

**PURGE\_FLAG**

This field is reserved.

## Index List

CODE	U	C	Description
I_IF_SDT			Improves access time, based on the Start Date Time key.
I_IF_CID			Improves access time, based on the Call ID.

## Index I\_IF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_IF\_CID

Field	Sort	Comment
MEDIA_SERVER_I_XN_GUID	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Interaction** — Represents interactions from the perspective of a customer experience.

# Table INTERACTION\_RESOURCE\_FACT

## Description

**Modified:** 8.5.006 (TARGET\_ADDRESS column added); 8.5.004 (IRF\_ANCHOR\_SENT\_TS renamed to IRF\_ANCHOR\_TS; LAST\_INTERACTION\_RESOURCE column populated for all media types; scope of ANCHOR\_FLAGS\_KEY extended; columns added: FOCUS\_TIME\_COUNT, FOCUS\_TIME\_DURATION, ASM\_COUNT, ASM\_ENGAGE\_DURATION); 8.5.003 (IRF\_ANCHOR\_DATE\_TIME\_KEY column renamed to IRF\_ANCHOR\_SENT\_TS; LAST\_INTERACTION\_RESOURCE column populated for voice); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (scope of some CONS\_\* fields expanded to include chat consultations)

In partitioned databases, this table is partitioned.

This table represents a summary of an attempt to:

- Start a new interaction.
- Handle an existing interaction.
- Mediate and handle an interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs that have no associated agents) and mediation resources in which the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table as a result of one of the following call scenarios:

- A new interaction was initiated by a contact center resource.
- An attempt to transfer an interaction or an attempt to consult or conference additional contact center resources was initiated by a handling resource.
- An interaction was delivered to a handling resource, either directly or through one or more mediation resources.
- An interaction was delivered to a handling resource as a result of consultation, transfer, or conference, either directly or through one or more mediation resources.
- An interaction was abandoned at a mediation resource while trying to reach a handling resource.
- An attempt to deliver a transfer or consultation or an attempt to initiate a conference was abandoned

while the transferred, consultation, or conferenced interaction was at a mediation resource, trying to reach a handling resource.

- Starting with release 8.5.003, in eServices outbound scenarios where an outbound interaction is created outside the scope of eServices (for example, by OCS) and placed into an Interaction Queue, a strategy handles the interaction without agent involvement.

This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time that is spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in the UTC time zone. They are also stored as DATE\_TIME dimension references.

Media-neutral counts and durations are provided to categorize the time that is spent on various activities, such as time that is spent in mediation in queues, routing points, and IVRs.

Customer-related counts and durations are provided to categorize the time that is spent on the interactions in which customers are present, regardless of whether the customer is internal or external.

### Tip

For clarifications about customer and non-customer metrics, refer to the information about **Populating Interaction Resource Data** in the *Genesys Info Mart User's Guide*.

The RESOURCE\_ dimension represents the resource that is involved with this interaction resource fact.

The PLACE dimension indicates the place at which the IRF was processed.

The TECHNICAL\_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION\_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service that is being requested.

The STRATEGY dimension identifies the Genesys routing strategy that processed the IRF.

The ROUTING\_TARGET and REQUESTED\_SKILL dimensions indicate the activities of the Genesys router by identifying the target that was selected and the list of skills that were requested to process the IRF.

The ANCHOR\_FLAGS dimension identifies aspects of a handling resource's participation in interactions that are relevant for metrics about unique participations in an interaction or thread.

As previously indicated, many interaction attributes are formally modeled. However, deployment-specific attributes are represented in the model in the form of user-defined attached data. Low-cardinality string user data that is associated with the interaction resource are represented by using the IRF\_USER\_DATA\_KEYS and USER\_DATA\_CUST\_DIM\_1 dimensions. Numeric user data and high-

cardinality string user data that are associated with the interaction resource are represented by using the IRF\_USER\_DATA\_GEN\_1 and IRF\_USER\_DATA\_CUST\_1 fact extension tables.

### 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
INTERACTION_RESOURCE_ID	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
INTERACTION_TYPE_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
TECHNICAL_DESCRIPTION_KEY	NUMBER(10)		X	X	
MEDIA_RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_NAME	NUMBER(10)		X	X	
PLACE_KEY	NUMBER(10)		X	X	
STRATEGY_KEY	NUMBER(10)		X	X	
ROUTING_TARGET_KEY	NUMBER(10)		X	X	
REQUESTED_SKILL_KEY	NUMBER(10)		X	X	
INTERACTION_SDT_KEY	NUMBER(10)			X	
INTERACTION_ID	NUMBER(19)		X	X	
RES_PREVIOUS_SM_KEY	NUMBER(10)		X	X	
RES_PREV_SM_STATE_KEY	NUMBER(10)			X	
RES_PREVIOUS_SM_FLAG_KEY	NUMBER(10)			X	
RESOURCE_KEY	NUMBER(10)		X	X	
LAST_RP_RESOURCE_KEY	NUMBER(10)		X	X	
LAST_QUEUE_RESOURCE_KEY	NUMBER(10)		X	X	
LAST_VQUEUE_RESOURCE_KEY	NUMBER(10)		X	X	



Column	Data Type	P	M	F	DV
LAST_IVR_RESOURCE_KEY	NUMBER(10)		X	X	
PREV_IRF_SDT_KEY	NUMBER(10)				
PREV_IRF_ID	NUMBER(19)				
MEDIATION_SEGMENT_KEY	NUMBER(10)			X	
MEDIATION_SEGMENT_ID	NUMBER(19)			X	
MEDIATION_RESOURCE_KEY	NUMBER(10)		X	X	
MEDIATION_START_TIME_KEY	NUMBER(10)			X	
INTERACTION_RESOURCE_ORDINAL	NUMBER(5)				
IRF_ANCHOR	NUMBER(1)				
IRF_ANCHOR_DATE_TIME_KEY *Discontinued in release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	NUMBER(10)				
IRF_ANCHOR_SENT_TS *Discontinued in release 8.5.004 (renamed to IRF_ANCHOR_TS)	NUMBER(10)				
IRF_ANCHOR_TS	NUMBER(10)				
ANCHOR_FLAGS_KEY	NUMBER(10)			X	
LAST_INTERACTION_KEY	NUMBER(10)				
LAST_MEDIATION_SDT_KEY	NUMBER(10)			X	
LAST_MEDIATION_ID	NUMBER(19)			X	
RECEIVED_FROM_SDT_KEY	NUMBER(10)				
RECEIVED_FROM_RESOURCE_ID	NUMBER(19)				
PARTYGUID	VARCHAR2(50 CHAR)				
TARGET_ADDRESS	VARCHAR2(255 CHAR)				
LEAD_CLIP_DURATION	NUMBER(10)				
TRAIL_CLIP_DURATION	NUMBER(10)				
ROUTING_POINT_DURATION	NUMBER(10)				
QUEUE_DURATION	NUMBER(10)				
IVR_PORT_DURATION	NUMBER(10)				
HANDLE_COUNT	NUMBER(5)				
CUSTOMER_HANDLE_COUNT	NUMBER(5)				
PREVIOUS_MEDIATION_DURATION	NUMBER(10)				
MEDIATION_DURATION	NUMBER(10)				

Column	Data Type	P	M	F	DV
MEDIATION_COUNT	NUMBER(5)				
MET_SERVICE_OBJECT_LAG	NUMBER(1)				
SHORT_ABANDONMENT	NUMBER(1)				
STOP_ACTION	NUMBER(1)				
DIAL_COUNT	NUMBER(5)				
DIAL_DURATION	NUMBER(10)				
RING_COUNT	NUMBER(5)				
RING_DURATION	NUMBER(10)				
TALK_COUNT	NUMBER(5)				
TALK_DURATION	NUMBER(10)				
HOLD_COUNT	NUMBER(5)				
HOLD_DURATION	NUMBER(10)				
AFTER_CALL_WORK	NUMBER(5)				
AFTER_CALL_WORK	NUMBER(10)				
CUSTOMER_DIAL_COUNT	NUMBER(5)				
CUSTOMER_DIAL_DURATION	NUMBER(10)				
CUSTOMER_RING_COUNT	NUMBER(5)				
CUSTOMER_RING_DURATION	NUMBER(10)				
CUSTOMER_TALK_COUNT	NUMBER(5)				
CUSTOMER_TALK_DURATION	NUMBER(10)				
CUSTOMER_HOLD_COUNT	NUMBER(5)				
CUSTOMER_HOLD_DURATION	NUMBER(10)				
CUSTOMER_ACW_COUNT	NUMBER(5)				
CUSTOMER_ACW_DURATION	NUMBER(10)				
POST_CONS_XFER_COUNT	NUMBER(5)				
POST_CONS_XFER_DURATION	NUMBER(10)				
POST_CONS_XFER_COUNT	NUMBER(5)				
POST_CONS_XFER_DURATION	NUMBER(10)				
POST_CONS_XFER_COUNT	NUMBER(5)				
POST_CONS_XFER_DURATION	NUMBER(10)				
CONF_INIT_TALK_COUNT	NUMBER(5)				
CONF_INIT_TALK_DURATION	NUMBER(10)				
CONF_INIT_HOLD_COUNT	NUMBER(5)				
CONF_INIT_HOLD_DURATION	NUMBER(10)				
CONF_JOIN_RING_COUNT	NUMBER(5)				
CONF_JOIN_RING_DURATION	NUMBER(10)				
CONF_JOIN_TALK_COUNT	NUMBER(5)				

Column	Data Type	P	M	F	DV
CONF_JOIN_TALK_	NUMBER(10)				
CONF_JOIN_HOLD_	NUMBER(5)				
CONF_JOIN_HOLD_	NUMBER(10)				
CONFERENCE_INIT_	NUMBER(5) INT				
CONS_INIT_DIAL_	NUMBER(5)				
CONS_INIT_DIAL_	NUMBER(10)				
CONS_INIT_TALK_	NUMBER(5)				
CONS_INIT_TALK_	NUMBER(10)				
CONS_INIT_HOLD_	NUMBER(5)				
CONS_INIT_HOLD_	NUMBER(10)				
CONS_RCV_RING_	NUMBER(5)				
CONS_RCV_RING_	NUMBER(10)				
CONS_RCV_TALK_	NUMBER(5)				
CONS_RCV_TALK_	NUMBER(10)				
CONS_RCV_HOLD_	NUMBER(5)				
CONS_RCV_HOLD_	NUMBER(10)				
CONS_RCV_ACW_	NUMBER(5)				
CONS_RCV_ACW_	NUMBER(10)				
AGENT_TO_AGENT_	NUMBER(5) INT				
AGENT_TO_AGENT_	NUMBER(10) LOCATION				
FOCUS_TIME_COUNT	NUMBER(5)				
FOCUS_TIME_DURATION	NUMBER(10)				
ASM_COUNT	NUMBER(5)				
ASM_ENGAGE_DURATION	NUMBER(10)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)			X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## INTERACTION\_RESOURCE\_ID

The primary key of this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource.

## INTERACTION\_TYPE\_KEY

The surrogate key that is used to join this table to the INTERACTION\_TYPE dimension, to identify the type of the interaction. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join this table to the MEDIA\_TYPE dimension, to identify the media type that is associated with this handling attempt. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION\_FACT; for example, an inbound chat interaction may include an e-mail response.

## TECHNICAL\_DESCRIPTOR\_KEY

The surrogate key that is used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables, to indicate the role and result of the participation of the IRF resource in the interaction.

## MEDIA\_RESOURCE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_ dimension. This key represents the media resource that is associated with the IRF resource. For an agent or IVR IRF resource, this key refers to the DN of the agent or of the IVR; for a routing point or queue resource (including interaction queue or workbin), this key holds the same value as RESOURCE\_KEY.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join this table to the RESOURCE\_GROUP\_COMBINATION dimension, to identify a specific combination of resource groups to which the IRF resource belonged when the IRF began. This field references the default "No Group" (-2) dimension value if the IRF resource belongs to no group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

## PLACE\_KEY

The surrogate key that is used to join the PLACE dimension, to the fact tables to identify the place that is associated with the media resource key.

## STRATEGY\_KEY

The surrogate key that is used to join this table to the STRATEGY dimension, to identify the name of the routing strategy that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

## ROUTING\_TARGET\_KEY

The surrogate key that is used to join this table to the ROUTING\_TARGET dimension, to identify the routing target that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

## REQUESTED\_SKILL\_KEY

The surrogate key that is used to join the REQUESTED\_SKILL\_COMBINATION dimension and, indirectly, the REQUESTED\_SKILL dimension to the fact tables, to identify the requested skills that are associated with the interaction. If requested skills were not specified for this interaction, this key references the default "No Skill" (-2) dimension value.

## INTERACTION\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_FACT record that is identified by the INTERACTION\_ID field. On a partitioned database, INTERACTION\_SDT\_KEY in combination with INTERACTION\_ID forms a value of the composite primary key for the INTERACTION\_FACT table.

## INTERACTION\_ID

The value of the interaction fact primary key.

## RES\_PREVIOUS\_SM\_STATE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_STATE dimension, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

## RES\_PREV\_SM\_STATE\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the SM\_RES\_STATE\_FACT table. On a partitioned database, RES\_PREV\_SM\_STATE\_FACT\_SDT\_KEY in combination with RES\_PREVIOUS\_SM\_STATE\_FACT\_KEY forms a value of the composite primary key for the

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SM\_RES\_STATE\_FACT table.

### RES\_PREVIOUS\_SM\_STATE\_FACT\_KEY

The value of the primary key of the SM\_RES\_STATE\_FACT table. This surrogate key is used to join this table to the SM\_RES\_STATE\_FACT table, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this value is NULL.

### RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables, to identify the IRF resource.

### LAST\_RP\_RESOURCE\_KEY

For voice interactions, used to join this table to the RESOURCE\_ dimension, to indicate the last routing point that the interaction passed through prior to arriving at the IRF resource. For multimedia interactions, this key references the RESOURCE\_ dimension that represents the last routing strategy. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a routing point resource (for voice interactions) or routing strategy (for multimedia interactions). If the IRF ended in a routing point resource (for voice interactions) or routing strategy (for multimedia interactions), this value is the same as RESOURCE\_KEY.

### LAST\_QUEUE\_RESOURCE\_KEY

Used to join this table to the RESOURCE\_ dimension, to indicate the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource. The "last queue" refers to the last ACD queue (for voice interactions) or interaction queue or workbin (for multimedia interactions). The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a queue resource. If the interaction that this IRF represents ended in a queue resource, this value is the same as RESOURCE\_KEY.

### LAST\_VQUEUE\_RESOURCE\_KEY

Used to join this table to the RESOURCE\_ dimension, to indicate the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a virtual queue resource. If the interaction that this IRF represents ended in a virtual queue resource, this value is the same as RESOURCE\_KEY.

## LAST\_IVR\_RESOURCE\_KEY

Used to join this table to the RESOURCE\_dimension, to indicate the resource key of the last non-self service IVR that the interaction passed through prior to arriving at the IRF resource. (Self-service IVRs generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve an IVR resource. If the interaction that this IRF represents ended in an IVR resource, this value is the same as RESOURCE\_KEY. The field is populated for voice interactions only.

## PREV\_IRF\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_RESOURCE\_FACT record that is identified by PREV\_IRF\_ID. On a partitioned database, PREV\_IRF\_SDT\_KEY in combination with PREV\_IRF\_ID forms a value of the composite primary key for the INTERACTION\_RESOURCE\_FACT table.

## PREV\_IRF\_ID

The value of the primary key of the INTERACTION\_RESOURCE\_FACT table. Identifies the interaction resource fact, if any, that caused the creation of this IRF in case of internal, consultation, or transferred interactions.

For voice interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
- For a resource that receives an internal or consultation call, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the initiator of the call. This logic also applies to two-step transfers and two-step conferences.
- For a resource that initiates a consultation call, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the same resource in relation to the original call.
- For a resource that receives a transferred call in a single-step transfer, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the transferring resource.
- For a resource that receives a single-step conference call, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available; otherwise, the INTERACTION\_RESOURCE\_ID value of the oldest IRF record that was created for the resource that potentially initiated the conference.
- For a resource that receives a redirected call, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the resource that is redirecting the original call.

For multimedia interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
  - For a resource that receives an internal or consultation interaction, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the initiator of the interaction.
  - For a resource that receives a transferred interaction, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the transferring resource.
  - For a resource that receives a conference interaction, the INTERACTION\_RESOURCE\_ID value of the IRF
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record that was created for the resource that initiated the conference, if this information is available.

- For a resource that receives a redirected interaction, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the resource that is redirecting the original interaction.
- For a resource that initiates an outbound reply e-mail message, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that initiates an e-mail collaboration, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that replies to a collaboration e-mail, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the same resource in relation to the original collaboration e-mail message.
- For a resource that receives an e-mail collaboration reply, the INTERACTION\_RESOURCE\_ID value of the IRF record that was created for the resource that replied to a collaboration e-mail.

## MEDIATION\_SEGMENT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the MEDIATION\_SEGMENT\_FACT record that is identified by the MEDIATION\_SEGMENT\_ID field. On a partitioned database, MEDIATION\_SEGMENT\_SDT\_KEY in combination with MEDIATION\_SEGMENT\_ID forms a value of the composite primary key for the MEDIATION\_SEGMENT\_FACT table.

## MEDIATION\_SEGMENT\_ID

The value of the primary key of the MEDIATION\_SEGMENT\_FACT table. Identifies the mediation resource that distributed the interaction. This value is populated for the following mediation resources:

- An ACD or virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION\_SEGMENT\_ID of the previous IRF record for the same IRF resource. The MEDIATION\_COUNT equals 0 in the IRF records where MEDIATION\_SEGMENT\_ID contains only propagated information.

This value is NULL in all other cases.

## MEDIATION\_RESOURCE\_KEY

The key to the RESOURCE\_ dimension that identifies the mediation resource that distributed the interaction. The key is provided for the following mediation DNs:



- An ACD or a virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from `MEDIATION_RESOURCE_KEY` of the previous IRF record for the same IRF resource. The `MEDIATION_COUNT` equals 0 in the IRF records where `MEDIATION_RESOURCE_KEY` contains only propagated information.

This key references the default "No Resource" (-2) dimension value in all other cases.

## MEDIATION\_START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the interaction began mediation to the IRF resource. 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.

## INTERACTION\_RESOURCE\_ORDINAL

This field is reserved.

## IRF\_ANCHOR

This field is set to 1 for a single IRF out of all IRFs that are associated with a given interaction, to indicate that this row represents either:

- The first resource that handled an interaction (usually an agent or self-service IVR application).
- The resource in which the interaction was abandoned or stopped, if no resource handled the interaction.

In the case of offline multimedia interactions (such as e-mail), this field is set to 2 for the row that represents the agent that first sent a response successfully.

This field is set to 0 for all other IRFs that are associated with the same interaction.

## IRF\_ANCHOR\_DATE\_TIME\_KEY

**Discontinued:** Release 8.5.003 (renamed to `IRF_ANCHOR_SENT_TS`)

For offline multimedia interactions, this field helps to identify the start of a 15-minute interval in which the first reply for this interaction was sent. Use this value as a surrogate key to join to any

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configured DATE\_TIME dimension.

This field is set to the key value for an IRF that has the IRF\_ANCHOR value of 2 and that has been created for offline multimedia interactions.

This value is set to NULL for:

- An IRF that has the IRF\_ANCHOR value of 0, regardless of media type.
- An IRF that has the IRF\_ANCHOR value of 1, but is created for an offline e-mail interaction.
- An IRF that is created for a voice interaction.

Starting with release 8.5.003, when this column was renamed to IRF\_ANCHOR\_SENT\_TS, population of this field changed.

## IRF\_ANCHOR\_SENT\_TS

**Introduced:** Release 8.5.003 (renamed from IRF\_ANCHOR\_DATE\_TIME\_KEY)

**Discontinued:** Release 8.5.004 (renamed to IRF\_ANCHOR\_TS)

For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED\_TS value of the first successful reply). This field is populated only if IRF.IRF\_ANCHOR has a value of 2; otherwise the field has a value of NULL.

In releases earlier than 8.5.003, this column was named IRF\_ANCHOR\_DATE\_TIME\_KEY and behavior was different. Starting with release 8.5.004, when this column was renamed to IRF\_ANCHOR\_TS, population of this field was expanded to include chat interactions.

## IRF\_ANCHOR\_TS

**Introduced:** Release 8.5.004 (renamed from IRF\_ANCHOR\_SENT\_TS)

For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED\_TS value of the first successful reply). This field is populated for offline multimedia interactions only if IRF.IRF\_ANCHOR has a value of 2.

Starting with release 8.5.004, this field is populated for online multimedia interactions (chat) in each IRF record that is active when the customer leaves the chat session, if data about the party that ended a chat session is available from Interaction Concentrator:

- If the customer leaves a chat session before the agent, this field records the time when the customer left.
- If the customer does not leave a chat session before the agent, this field records the time when the chat session was stopped by the agent.

The value of this field is NULL in all other cases.

In releases earlier than 8.5.004, this column was named IRF\_ANCHOR\_DATE\_TIME\_KEY or IRF\_ANCHOR\_SENT\_TS, and behavior was different.

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## ANCHOR\_FLAGS\_KEY

**Modified:** 8.5.004 (scope extended)

The surrogate key that is used to join the ANCHOR\_FLAGS dimension to the fact tables, to provide indications about first participations in interactions and threads.

Starting with release 8.5.004, this flag also indicates whether the customer left a chat first, if data about the party that ended a chat session is available from Interaction Concentrator. In chat conferences, the flag is set for each IRF record that was active when the customer left. The time that the customer left the chat is recorded in the IRF\_ANCHOR\_TS field.

## LAST\_INTERACTION\_RESOURCE

**Modified:** 8.5.003 and 8.5.004 (behavior changed)

Identifies the last resource to enter the interaction. 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.

Prior to release 8.5.003, this field was reserved. In release 8.5.003, this field was populated for voice interactions. Starting with release 8.5.004, this column is supported for all media types.

## LAST\_MEDIATION\_SEGMENT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the MEDIATION\_SEGMENT\_FACT record that is identified by the LAST\_MEDIATION\_SEGMENT\_ID field. On a partitioned database, MEDIATION\_SEGMENT\_SDT\_KEY in combination with MEDIATION\_SEGMENT\_ID forms a value of the composite primary key for the MEDIATION\_SEGMENT\_FACT table.

## LAST\_MEDIATION\_SEGMENT\_ID

The value of the primary key of the MEDIATION\_SEGMENT\_FACT table. Identifies the MSF row that describes the last mediation resource that was involved in the interaction during an attempt to reach a handling resource, regardless of whether the attempt to reach the handling resource succeeded.

The field is also populated with propagated mediation information for an IRF resource that:

- Initiates a consultation interaction (for voice or multimedia interactions)
- Initiates a reply (for offline multimedia interactions)

The propagated information indicates the last mediation resource that was involved in the attempt to distribute the parent interaction to this IRF resource. In these cases, the value of the field is the LAST\_MEDIATION\_SEGMENT\_ID of the previous IRF record for the same IRF resource. In IRF records in which the LAST\_MEDIATION\_SEGMENT\_ID contains only propagated information, the value of the MEDIATION\_COUNT is 0.

The value of this field is NULL in all other cases.

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## RECEIVED\_FROM\_I\_XN\_RES\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_RESOURCE\_FACT record that is identified by the RECEIVED\_FROM\_I\_XN\_RESOURCE\_ID field. On a partitioned database, RECEIVED\_FROM\_I\_XN\_RES\_SDT\_KEY in combination with RECEIVED\_FROM\_I\_XN\_RESOURCE\_ID forms a value of the composite primary key for the INTERACTION\_RESOURCE\_FACT table.

## RECEIVED\_FROM\_I\_XN\_RESOURCE\_ID

The value of the primary key of the INTERACTION\_RESOURCE\_FACT table. Identifies the resource, if any, that originated the consultation with, transfer to, or conference with, the handling resource that is the subject of this IRF record.

The value of this field is NULL in all other cases.

## PARTYGUID

The unique ID of the party instance, as generated by ICON. This ID remains unchanged during the lifetime of the party.

## TARGET\_ADDRESS

**Introduced:** Release 8.5.006

The target media address that received the interaction, such as DNIS for voice media. This field, which is applicable to voice interactions, is populated only when the corresponding value in the TECHNICAL\_DESCRIPTOR.RESOURCE\_ROLE\_CODE field is either "INITIATED" or "INITIATEDCONSULT"; otherwise, this field is null.

## LEAD\_CLIP\_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the participation of the IRF resource in the interaction to the end of the first interval.

## TRAIL\_CLIP\_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the last interval to the end of the participation of the IRF resource in the interaction.

## ROUTING\_POINT\_DURATION

**Modified:** 8.1.2, 8.1.3, 8.1.4 (behavior changed)

The sum of the durations, in seconds, that this IRF spent in routing point resources (for voice interactions) or in routing strategy resources (for multimedia interactions) prior to arriving at the IRF resource.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts, population of this field changed between release 8.1.1 and release 8.1.2, and again between release 8.1.3 and release 8.1.4. For more information, see the [Genesys Info Mart 8.1 Reference Manual](#) for your RDBMS.

## QUEUE\_DURATION

**Modified:** 8.1.2, 8.1.3, 8.1.4 (behavior changed)

The sum of the durations, in seconds, that this IRF spent in ACD queue resources (for voice interactions) or in interaction queue or workbin resources (for multimedia interactions) prior to arriving at the IRF resource.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts, population of this field changed between release 8.1.1 and release 8.1.2, and again between release 8.1.3 and release 8.1.4. For more information, see the [Genesys Info Mart 8.1 Reference Manual](#) for your RDBMS.

## IVR\_PORT\_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR resources prior to arriving at the IRF resource. This field is populated for voice interactions only.

## HANDLE\_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction or consultation, or initiated an interaction or consultation. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction or consultation, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

For multimedia interactions, the value is 1 when the IRF resource (agent) was connected to the interaction. The value is 0, otherwise.

## CUSTOMER\_HANDLE\_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered

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interaction when the customer was present, or initiated an outbound interaction. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction when the customer was present, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

The value 0 is also populated for initiated and received consultations, because the customer is not present.

For multimedia interactions, this value equals the value of `HANDLE_COUNT` if the activity that is performed by the IRF resource is customer-related. In the case of e-mail interactions, this includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message back to the customer. Consultations (called collaborations, for e-mail) are not considered directly customer-related and are excluded from the count.

## PREVIOUS\_MEDIATION\_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of the following:

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time (for voice interactions) or alerting time (for multimedia interactions).

## MEDIATION\_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or non-self service IVRs) prior to reaching the resource that is represented by the IRF row. This time is measured from the mediation start time of the IRF to the moment at which the interaction arrives at the resource that is represented by the IRF row. This value does not include ring time (for voice interactions) or alerting time (for multimedia interactions) at the IRF resource. For an IRF row that represents a mediation resource in which an interaction ended, `MEDIATION_DURATION` includes the mediation time at this mediation resource.

## MEDIATION\_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0 = No, 1 = Yes.

## MET\_SERVICE\_OBJECTIVE\_FLAG

Indicates whether the customer received service within the required timeframe, based on the value of the SERVICE\_OBJECTIVE field value that is stored in the IRF\_USER\_DATA\_GEN\_1 table: 0 = No, 1 = Yes.

## SHORT\_ABANDONED\_FLAG

Indicates whether the interaction was abandoned inside the short-abandoned threshold (determined by the **short-abandoned-threshold** configuration option) while at the IRF resource.

## STOP\_ACTION

For voice calls, serves as a flag to indicate whether the party that is the subject of the IRF row initiated release of the call. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

While the valid values are consistent for voice and multimedia interactions, their meaning is slightly different.

For voice calls, this field is set to one of the following values:

- NULL (unknown) — The default value that indicates that either the flag is not applicable or information on which party released the call is not available from IDB. This is the case when an empty string is the value of GSYS\_EXT\_VCH2 in the G\_CALL\_STAT table in IDB and, therefore, in the GIDB\_G\_CALL\_STAT\_V table in GIDB.
- 1 (true) — The resource that is the subject of the IRF row initiated release of the call. This value is the only reliable indicator that the subject of the IRF row was a party to the call at the time when the call was released.
- 0 (false) — The resource that is the subject of the IRF row did not initiate release of the call.

For multimedia interactions, this field is set to one of the following values:

- NULL — The interaction was not stopped at the associated IRF resource. This is the default value.
- 1 (true) — The interaction was stopped by the associated IRF resource.
- 0 (false) — The interaction was stopped at the associated IRF resource by an entity that was not a party to the interaction (for example, a Media Server).

**Note:** For voice calls, the STOP\_ACTION flag is a reliable indicator of whether the subject of the IRF row initiated release of the call except for scenarios for which limitations are described in the [Interaction Concentrator 8.1 documentation](#) and may still exist in subsequent releases. These scenarios include, for example, two-step transfer or two-step conference, or a call being terminated while ICON is down.

## DIAL\_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

**Note:** This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

## DIAL\_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated prior to being answered. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

**Note:** This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

## RING\_COUNT

For voice interactions, indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0 = No, 1 = Yes. The field applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

For multimedia interactions, indicates whether the IRF resource was offered a multimedia interaction: 0 = No, 1 = Yes.

**Note:** This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

## RING\_DURATION

For voice interactions, the number of seconds that the voice interaction was ringing at the self-service IVR or agent resource that is associated with the voice interaction resource fact.

For multimedia interactions, the number of seconds that the party that is associated with this resource interaction was in an alerting state. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when the IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

**Note:** This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.



## TALK\_COUNT

For voice interactions, indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0 = No, 1 = Yes.

For multimedia interactions, indicates whether the agent resource was handling a multimedia interaction: 0 = No, 1 = Yes.

**Note:** This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

## TALK\_DURATION

For voice interactions, the number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

For multimedia interactions, the number of seconds that the agent resource was handling a multimedia interaction. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

**Note:** This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

## HOLD\_COUNT

When this field is populated for voice interactions, the value is the count of the number of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin an interaction that the resource either received or initiated. (Refer to the [Terminology](#) page in the *Genesys Info Mart Deployment Guide* for the definition of a personal workbin.)

### Notes:

- If the multimedia handling resource that is associated with the IRF places the interaction into any one of its own personal workbins, the count increases for each placement, whether the resource previously used the same or a different personal workbin for the same interaction.
- This is a base count that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

## HOLD\_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves an interaction into its own personal workbin. The hold duration starts when the related IRF resource places the interaction in its personal workbin and ends when either this resource or any other resource takes the interaction out of the workbin. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

**Note:** This is a base duration that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

## AFTER\_CALL\_WORK\_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

## AFTER\_CALL\_WORK\_DURATION

The number of seconds that the IRF resource that is associated with this voice interaction was in ACW state. Received consultations are excluded from consideration. This field is populated for voice interactions only.

## CUSTOMER\_DIAL\_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0 = No, 1 = Yes. The count excludes initiated consultations. This field is populated for voice interactions only.

## CUSTOMER\_DIAL\_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration. This field is populated for voice interactions only.

## CUSTOMER\_RING\_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0 = No, 1 = Yes. This count includes internal interactions.

The count excludes:

- Received consultations and joined conferences, for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

## CUSTOMER\_RING\_DURATION

For voice interactions, the number of seconds that the interaction was ringing at the resource during an interaction handling attempt while a customer was present.

For multimedia interactions, this value equals the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message to the customer. This measure excludes handling of a consultation e-mail message (e-mail collaboration) or chat consultation, whether on the initiating or receiving side.

**Note:** For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Internal interactions are included in this measure for both voice and multimedia.

## CUSTOMER\_TALK\_COUNT

Indicates whether the resource connected with a customer for this interaction resource: 0 = No, 1 = Yes. This count includes internal interactions. For voice interactions, conferences (whether initiated or joined) are also included. For multimedia interactions, this value equals TALK\_COUNT.

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

## CUSTOMER\_TALK\_DURATION

The number of seconds that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.

- For voice interactions, this is the time that the resource spent talking with a customer. The duration

includes talk duration of conferenced interactions.

- For e-mail interactions, this is the time that is spent on handling an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling an outbound e-mail message to the customer.

**Note:** For multimedia interactions, the duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

## CUSTOMER\_HOLD\_COUNT

When this field is populated for voice interactions, the value is the total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are included.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD\_COUNT. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin a customer interaction that the resource either received or initiated. Collaborations are excluded from consideration.

## CUSTOMER\_HOLD\_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations that are associated with initiated or received consultations, but includes hold durations of conferenced interactions.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD\_DURATION. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a customer interaction that the resource either received or initiated. The duration excludes hold durations that are associated with initiated or received collaboration requests. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

## CUSTOMER\_ACW\_COUNT

Indicates whether the agent resource entered interaction-related Wrap state that pertains to this customer voice interaction resource: 0 = No, 1 = Yes. Initiated consultations and received

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consultations are excluded from consideration. This field is populated for voice interactions only.

### CUSTOMER\_ACW\_DURATION

The number of seconds that the resource was in interaction-related Wrap state that pertains to this customer voice interaction resource. The duration excludes ACW duration that is associated with initiated consultations and received consultations. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_TALK\_COUNT

Indicates that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_TALK\_DURATION

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_HOLD\_COUNT

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_HOLD\_DURATION

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_RING\_COUNT

Indicates whether the IRF resource was offered a transferred interaction. This value applies only to the portion of the IRF that represents a post-consultation transfer: 0 = No, 1 = Yes. This field is populated for voice interactions only.

### POST\_CONS\_XFER\_RING\_DURATION

The number of seconds that a transferred interaction was alerting (ringing). This value applies only to the portion of the IRF that represents a post-consultation transfer. This field is populated for voice interactions only.

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### CONF\_INIT\_TALK\_COUNT

For voice interactions, indicates whether a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0 = No, 1 = Yes.

For multimedia interactions, this field indicates the number of conferences that were initiated by the IRF resource that were connected (established). Note that, for a multimedia resource, this count equals 0, 1, or a value greater than 1.

### CONF\_INIT\_TALK\_DURATION

For voice interactions, equals the amount of time, in seconds, that a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

For multimedia interactions, this field is populated in a manner similar to voice, and it applies to the portion of the IRF that represents the IRF resource as a conference initiator.

### CONF\_INIT\_HOLD\_COUNT

The number of times that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

### CONF\_INIT\_HOLD\_DURATION

The amount of time, in seconds, that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

### CONF\_JOIN\_RING\_COUNT

Indicates whether the resource was offered the opportunity to join a conference for this voice or multimedia interaction resource: 0 = No, 1 = Yes.

### CONF\_JOIN\_RING\_DURATION

The number of seconds that this voice or multimedia interaction resource spent ringing or alerting at the resource who was offered to join a conference.

**Note:** For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

### CONF\_JOIN\_TALK\_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction: 0 = No, 1 = Yes.

### CONF\_JOIN\_TALK\_DURATION

The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction.

**Note:** For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

### CONF\_JOIN\_HOLD\_COUNT

The number of times that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

### CONF\_JOIN\_HOLD\_DURATION

The total amount of time, in seconds, that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

### CONFERENCE\_INITIATED\_COUNT

The count of conferences that were initiated by the IRF resource.

**Note:** For multimedia interactions, this field indicates the number of the conferences that were initiated by the IRF resource that were connected (established). This value is the same as CONF\_INIT\_TALK\_COUNT.

### CONS\_INIT\_DIAL\_COUNT

Indicates whether the IRF resource initiated a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

## CONS\_INIT\_DIAL\_DURATION

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

## CONS\_INIT\_TALK\_COUNT

**Modified:** 8.5.001 (scope expanded to include chat consultations)

Indicates whether a consultation (for voice or chat interactions) or e-mail collaboration (for e-mail interactions) that was initiated by the IRF resource was connected (established): 0 = No, 1 = Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

## CONS\_INIT\_TALK\_DURATION

The number of seconds that the consultation initiator spent talking (for voice interactions) or collaborating (for e-mail interactions) with another resource. This excludes talk or collaboration duration that is associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

### Notes:

- For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)
- This field is not populated for chat consultations (CONS\_INIT\_TALK\_COUNT is nonzero), to avoid double-counting, since the agent who initiated the consultation continued to be active in the chat with the customer.

## CONS\_INIT\_HOLD\_COUNT

The number of times that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

## CONS\_INIT\_HOLD\_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

## CONS\_RCV\_RING\_COUNT

**Modified:** 8.5.001 (scope expanded to include chat consultations)

Indicates whether the IRF resource was offered a consultation (for voice or chat interactions) or

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collaboration (for e-mail interactions). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

## CONS\_RCV\_RING\_DURATION

**Modified:** 8.5.001 (scope expanded to include chat consultations)

The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration invite.

**Note:** For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

## CONS\_RCV\_TALK\_COUNT

**Modified:** 8.5.001 (scope expanded to include chat consultations)

Indicates whether a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected (established). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

## CONS\_RCV\_TALK\_DURATION

**Modified:** 8.5.001 (scope expanded to include chat consultations)

The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration.

**Note:** For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

## CONS\_RCV\_HOLD\_COUNT

When this field is populated for voice interactions, the value is the number of times that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the IRF resource saves into its own personal workbin a collaboration interaction that the resource received.

## CONS\_RCV\_HOLD\_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a collaboration interaction that the resource received. The hold durations are accumulated as the number of hold counts for received collaborations increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

## CONS\_RCV\_ACW\_COUNT

Indicates whether the IRF resource had ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

## CONS\_RCV\_ACW\_DURATION

The number of seconds that the IRF resource spent in ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

## AGENT\_TO\_AGENT\_CONS\_COUNT

Populated only for the agent who initiated a consultation voice interaction, this field is the sum of states when this agent and target agent(s) were connected to each other during the consultation.

## AGENT\_TO\_AGENT\_CONS\_DURATION

The number of seconds for which the agent resource who initiated a consultation voice interaction was connected to another agent. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent. This field is populated for voice interactions only.

## FOCUS\_TIME\_COUNT

**Introduced:** Release 8.5.004

For Genesys Workspace Desktop Edition (WDE) agents, who might have more than one interaction open on their desktops simultaneously (for example, an e-mail and chat, or e-mail and voice call), a value greater than 0 indicates that the agent was actively working on the interaction that is the subject of the IRF — in other words, the agent had the interaction in focus — provided that WDE has been configured to report focus time.

Where focus time has been provided, the value of this field is usually 1. For offline multimedia interactions, the value might be greater than 1 if the **populate-workbin-as-hold** configuration option is set to true and the IRF represents multiple handlings by the same agent, with intervening workbin time represented as Hold time; in this case, each focus time reported for the agent's participation will add to the count.

Otherwise, the value of this field is 0.

## FOCUS\_TIME\_DURATION

**Introduced:** Release 8.5.004

For interactions with the focus time reported in FOCUS\_TIME\_COUNT, this field indicates the total time, in seconds, that the agent spent actively processing the interaction, as reported by the agent desktop.

Otherwise, the value of this field is 0.

Whether the duration includes ACW time depends on agent behavior. For example, WDE reports the end of focus time for voice calls when the agent marks the interaction as Done. If the agent continues to work on the call after the call ended, but does not mark the interaction as Done and does not change to the After Call Work state, the time after the call ended will be reported as focus time and not ACW.

## ASM\_COUNT

**Introduced:** Release 8.5.004

For voice interactions, indicates whether an attempt to engage an agent into an outbound voice interaction was received for this IRF resource: 0 = No, 1 = Yes. The field applies only to resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode.

**Note:** If the agent answers the call, one of the following counts in the IRF is also set to 1:

- CONS\_RCV\_TALK\_COUNT if the agent resource is connected to the customer
- TALK\_COUNT if the call is terminated before the customer is connected

## ASM\_ENGAGE\_DURATION

**Introduced:** Release 8.5.004

For voice interactions, the number of seconds that the engaged agent resource is waiting to be connected to the customer before either the connection is established or the call is terminated. The field applies only to agent resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode. If an agent resource is not engaged in an ASM-dialed call, the duration is set to 0.

## 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 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.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction 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 participation of the IRF resource in the interaction 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 END\_TS timestamp to an appropriate time zone.

## START\_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction began.

## END\_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle. For multimedia, this value also depends on the value of the ACTIVE\_FLAG field. For an active row (where ACTIVE\_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

## ACTIVE\_FLAG

Indicates whether the IRF is currently active: 0 = No, 1 = Yes.

## PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
I_IRF_SDT			Improves access time, based on the Start Date Time key.
I_IRF_PT_GUID	X		Reserved.
IDX_IRF_IID			Improves access time, based on the INTERACTION ID.

### Index I\_IRF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

### Index I\_IRF\_PT\_GUID

Field	Sort	Comment
PARTYGUID	Ascending	
START_DATE_TIME_KEY	Ascending	

### Index IDX\_IRF\_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table INTERACTION\_RESOURCE\_STATE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table contains possible interaction-related resource states. STATE\_NAME\_CODE identifies the resource state, while a combination of a state descriptor and a state role provides additional details.

This table allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state, combined with a state descriptor and state role.

**Note:** States are not generated for routing point or ACD queue IRF resources, as these resources have only one state.

### 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

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Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_STATE_KEY	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
STATE_NAME	VARCHAR2(64 CHAR)				
STATE_NAME_CODE	VARCHAR2(32 CHAR)				
STATE_ROLE	VARCHAR2(64 CHAR)				
STATE_ROLE_CODE	VARCHAR2(32 CHAR)				
STATE_DESCRIPTOR	VARCHAR2(64 CHAR)				
STATE_DESCRIPTOR_CODE	VARCHAR2(32 CHAR)				
PURGE_FLAG	NUMBER(1)				

## INTERACTION\_RESOURCE\_STATE\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## 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 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.

## STATE\_NAME

The media-neutral resource state. This field is set to one of the following values:

- Initiate
- Alert
- Connect

- Hold
- Wrap
- Unknown

See STATE\_NAME\_CODE for descriptions of possible states. This value can change with localization.

## STATE\_NAME\_CODE

The code of the media-neutral resource state. One of the following values:

- INITIATE — Indicates that a resource initiated an interaction and that there is no other party on the interaction yet. This state is part of State=3 (connected) that is reported by ICON.
- ALERT — Indicates that a resource is being alerted of an attempt for a new interaction to be connected to the agent's device. This state corresponds to State=2 (alerting) that is reported by ICON.
- CONNECT — Indicates a state in which the agent is known to be participating in the call, according to the state of the agent's device. This state is part of State=3 (connected) that is reported by ICON.
- HOLD — Indicates a state in which the agent places another party on hold. This state corresponds to State=4 (hold) that is reported by ICON.
- WRAP — This state may occur after the interaction is disconnected, when the agent goes to an After Call Work (ACW) state, or "wrap up" state, and when the reporting has enough information to associate this WRAP state to a specific interaction (either ACW started during a specific single interaction or it was initiated within a certain timeout after completion of the related interaction).
- UNKNOWN — The state in which there is no relationship between the call and the device.

This value does not change with localization.

## STATE\_ROLE

The media-neutral role of the resource state. This field is set to one of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

## STATE\_ROLE\_CODE

The code of the state role. This field is set to one of the following values:

- INITIATOR
  - RECEIVER
  - UNKNOWN
-



This value does not change with localization.

## STATE\_DESCRIPTOR

For voice interactions, the detailed classification that describes the resource state. This field is set to one of the following values:

- Inbound
- Internal
- Outbound
- Outbound\_OCS
- Consult
- Unknown

The value can change with localization.

## STATE\_DESCRIPTOR\_CODE

The code of the resource state descriptor. This field is set to one of the following values:

- INBOUND
- INTERNAL
- OUTBOUND
- OUTBOUND\_OCS
- CONSULT
- UNKNOWN

This value does not change with localization.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction\_Resource\_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

# Table INTERACTION\_TYPE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

### 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
INTERACTION_TYPE_NUMB	NUMBER(10)	X	X		
INTERACTION_TYPE	VARCHAR2(64 CHAR)				
INTERACTION_TYPE_CODE	VARCHAR2(32 CHAR)				
INTERACTION_SUBTYPE	VARCHAR2(64 CHAR)				

Column	Data Type	P	M	F	DV
	CHAR)				
INTERACTION_SUBTYPE_CODE	VARCHAR2(32 CHAR)				
IGNORE	NUMBER(1)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## INTERACTION\_TYPE\_KEY

The primary key of this table. This key is also the surrogate key that is used to join this dimension to the fact tables.

## INTERACTION\_TYPE

The interaction type. This field is set to one of the following values:

- Unknown
- Internal
- Inbound
- Outbound

This value can change with localization.

## INTERACTION\_TYPE\_CODE

The interaction type code. This field is set to one of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

## INTERACTION\_SUBTYPE

**Modified:** 8.5.005 (OutboundCallback subtype added); 8.5.001 (InternalConferenceInvite subtype added)

The interaction subtype. This field is set to one of the following values:

- Unspecified
- InternalCollaborationInvite

- 
- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• InternalCollaborationReply</li> <li>• InternalConferenceInvite</li> <li>• InboundCollaborationReply</li> <li>• InboundCustomerReply</li> <li>• InboundDisposition</li> <li>• InboundNDR</li> <li>• InboundNew</li> <li>• InboundReport</li> <li>• OutboundAutoResponse</li> <li>• OutboundAcknowledgement</li> </ul> | <ul style="list-style-type: none"> <li>• OutboundCallback</li> <li>• OutboundCollaborationInvite</li> <li>• OutboundContact</li> <li>• OutboundNew</li> <li>• OutboundNotification</li> <li>• OutboundRedirect</li> <li>• OutboundReply</li> <li>• Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)</li> </ul> |
|---|---|

Of these values, the following are most likely to be seen from the interaction fact:

- Unspecified
- InboundNew
- InboundCustomerReply
- OutboundContact
- OutboundNew
- OutboundNotification

This value can change with localization.

## INTERACTION\_SUBTYPE\_CODE

**Modified:** 8.5.005 (OUTBOUNDCALLBACK subtype added); 8.5.001 (INTERNALCONFERENCEINVITE subtype added)

The code name of the interaction subtype. This field is set to one of the following values:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• UNSPECIFIED</li> <li>• INTERNALCOLLABORATIONINVITE</li> <li>• INTERNALCOLLABORATIONREPLY</li> <li>• INTERNALCONFERENCEINVITE</li> <li>• INBOUNDCOLLABORATIONREPLY</li> <li>• INBOUNDCUSTOMERREPLY</li> <li>• INBOUNDDISPOSITION</li> <li>• INBOUNDNDR</li> <li>• INBOUNDNEW</li> <li>• INBOUNDREPORT</li> </ul> | <ul style="list-style-type: none"> <li>• OUTBOUNDAUTORESPONSE</li> <li>• OUTBOUNDACKNOWLEDGEMENT</li> <li>• OUTBOUNDCALLBACK</li> <li>• OUTBOUNDCOLLABORATIONINVITE</li> <li>• OUTBOUNDCONTACT</li> <li>• OUTBOUNDNEW</li> <li>• OUTBOUNDNOTIFICATION</li> <li>• OUTBOUNDREDIRECT</li> <li>• OUTBOUNDREPLY</li> <li>• Any other subtype value that is detected in</li> </ul> |
|--|--|
-

extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- UNKNOWN
- INBOUNDNEW
- INBOUNDCUSTOMERREPLY
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION

This value does not change with localization.

## IGNORE

Applicable to multimedia interactions only, this flag indicates to Genesys Info Mart whether to process interactions of the type described by this row. This field is set to either one of the following values:

- 0 - Interactions of this type are transformed. This value is set by default for most interaction types, including those that are added to this dimension at runtime.
- 1 - Interactions of this type are ignored during transformation. This value is set by default for inbound interactions with subtype values of InboundDisposition and InboundReport.

**Note:** When an interaction that is set to be ignored is a parent (root) to other interactions, neither parent nor child interactions will be transformed, even if the child interactions are of a different type than the parent interaction.

## 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 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. The value of -1 indicates that a record was populated at runtime.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

# Table IRF\_USER\_DATA\_CUST\_1

## Description

**Modified:** 8.5.007 (data types for CUSTOM\_DATA\_1 through CUSTOM\_DATA\_16 were extended from 255 to 1024 characters); 8.5.005.09 (data types of CUSTOM\_DATA\_13 through CUSTOM\_DATA\_16 changed to character data types); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE\_AUDIT\_KEY and UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

IRF\_USER\_DATA\_CUST\_1 is included in the schema document for sample purposes only. Tables such as IRF\_USER\_DATA\_CUST\_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined string attributes that may come attached with interactions, use the Genesys-provided script as an example of how to add these tables to the schema. For full details, see [Preparing Custom User-Data Storage](#) on the [Info Mart Database Scripts](#) page in the *Genesys Info Mart Deployment Guide*.

The name of this table and the column names are configurable and may differ in your deployment.

The table stores high-cardinality data for up to 16 key-value pairs (KVPs) that are associated with interactions. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **UNIQ--nowiki-00000002-QINU**.link-msf-userdata configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The row is populated according to a propagation rule, configurable for each KVP.

### 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
INTERACTION_RESOURCE_ID	NUMBER(19)	X	X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	-1
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	0
CUSTOM_DATA_1 through CUSTOM_DATA_16	VARCHAR2(1024 CHAR)				

### INTERACTION\_RESOURCE\_ID

A reference either to an INTERACTION\_RESOURCE\_FACT record or, if storage of mediation user data is configured, to a MEDIATION\_SEGMENT\_FACT record. This is the primary key of this table.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START\_DATE\_TIME\_KEY value in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to enable local indexes with partitioning.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding IRF record. This value can be used to restrict data access.

### CREATE\_AUDIT\_KEY

**Introduced:** Release 8.5.001

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 8.5.001

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.

## CUSTOM\_DATA\_1 through CUSTOM\_DATA\_16

**Modified:** 8.5.007 (data types for CUSTOM\_DATA\_1 through CUSTOM\_DATA\_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make\_gim\_UDE\_template\*.sql**); 8.5.005.09 (data types for the CUSTOM\_DATA\_13 through CUSTOM\_DATA\_16 columns in the **make\_gim\_UDE\_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction.

These fields are an example for character-type KVP values. In principle, these fields support character, date/time, or numeric values. The exact data type is specified in the script that you use when creating the custom user data table.

For date/time data types, the format in which Genesys Info Mart stores date/time values is yyyy-mm-ddThh24:mi:ss.ff; if the KVP value that you want to store is not in this format, you must also specify a conversion expression in the script. (The conversion expression is stored in the CTL\_UD\_TO\_UDE\_MAPPING.CONVERT\_EXPRESSION field.)

## Index List

CODE	U	C	Description
I_IRF_USER_DATA_CUST_1_SDT			Improves access time, based on the Start Date Time key.

## Index I\_IRF\_USER\_DATA\_CUST\_1\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It

encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table IRF\_USER\_DATA\_GEN\_1

## Description

**Modified:** 8.5.011.18 (GSW\_CALL\_TYPE added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE\_AUDIT\_KEY and UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

IRF\_USER\_DATA\_GEN\_1 allows interaction resource facts and mediation segment facts to be described by Genesys-defined (*predefined*) string attributes that may come attached with interactions. You cannot change the name of this table or the names of the table columns.

The table stores high-cardinality data for a set of predefined KVPs that are associated with interactions. (The Revenue and Satisfaction KVPs are also included in this table although the associated attributes are not currently predefined in Genesys Configuration Database.) Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN-level **UNIQ--nowiki-00000003-QINU`''** **.link-msf-userdata** configuration option or, starting with release 8.5.003 the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The values are populated from user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

### Tip

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## Column List

### Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	NUMBER(19)	X	X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	-1
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	0
CASE_ID	VARCHAR2(255 CHAR)				
CUSTOMER_ID	VARCHAR2(255 CHAR)				
SERVICE_OBJECTIVE	VARCHAR2(255 CHAR)				
REVENUE	VARCHAR2(255 CHAR)				
SATISFACTION	VARCHAR2(255 CHAR)				
IPURPOSE	VARCHAR2(10 CHAR)				
GSW_CALL_ATTEMPT_GUID	VARCHAR2(50 CHAR)				
SERVICE_ID	VARCHAR2(255 CHAR)				
SERVICE_START_TIME	NUMBER(10)				
GSW_CALL_TYPE	VARCHAR2(255 CHAR)				

### INTERACTION\_RESOURCE\_ID

A reference either to an INTERACTION\_RESOURCE\_FACT record or, if storage of mediation user data is configured, to a MEDIATION\_SEGMENT\_FACT record. This is the primary key of this table.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START\_DATE\_TIME\_KEY value in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to enable local indexes with partitioning.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION\_RESOURCE\_FACT record. This value can be used to restrict data access.

## CREATE\_AUDIT\_KEY

**Introduced:** Release 8.5.001

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 8.5.001

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.

## CASE\_ID

The case ID, as it appears in an external case management application. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful for repeat-caller analysis.

## CUSTOMER\_ID

The customer ID, as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful to calculate metrics of the "per customer" type.

## SERVICE\_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice interactions, this is measured from the interaction start time to the time that an agent resource or self-service IVR should answer the call. For multimedia, this is the time from the start time of the interaction to the time that an agent resource, or AutoResponse Strategy, should start to handle (accept) the interaction.

## REVENUE

The amount of revenue generated for a customer interaction.

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## SATISFACTION

The numerical customer-satisfaction score for the customer interaction.

## IPURPOSE

The flag that indicates how to classify an IVR. A value of 1 (Self-Service) indicates that the IVR is considered to be a handling resource; a value of 0 indicates that the IVR is considered to be a mediation resource. This field's value is ignored for non-IVR parties.

## GSW\_CALL\_ATTEMPT\_GUID

Stores the GSW\_CALL\_ATTEMPT\_GUID call attempt ID that is assigned by OCS. This value allows you to associate interaction details with contact attempt details using the following references:

- IRF\_USER\_DATA\_GEN\_1.GSW\_CALL\_ATTEMPT\_GUID = CONTACT\_ATTEMPT\_FACT.CALL\_ATTEMPT\_ID
- IRF\_USER\_DATA\_GEN\_1.INTERACTION\_RESOURCE\_ID =  
INTERACTION\_RESOURCE\_FACT.INTERACTION\_RESOURCE\_ID

## SERVICE\_ID

**Introduced:** Release 8.1.402

In deployments that have been configured to support reporting on Genesys Callback, this field reports the ID of the callback service request. Depending on the scenario, the value equals the ID of the Genesys Mobile Services (GMS) service instance or ID of the Orchestration Server (ORS) session.

## SERVICE\_START\_TS

**Introduced:** Release 8.1.402

For the callback service identified in the SERVICE\_ID field, the UTC timestamp when the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

## GSW\_CALL\_TYPE

**Introduced:** Release 8.5.011.18

Stores the GSW\_CALL\_TYPE value that is attached by OCS or, for SIP Cluster call flows where recording and monitoring of outbound calls can be disabled, by SIP Server.

## Index List

CODE	U	C	Description
I_IRF_USER_DATA_GEN_1_SDT			Improves access time, based on the Start Date Time key.

## Index I\_IRF\_USER\_DATA\_GEN\_1\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.



# Table IRF\_USER\_DATA\_KEYS

## Description

**Modified:** 8.5.001 (CREATE\_AUDIT\_KEY and UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

IRF\_USER\_DATA\_KEYS allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.

The table includes a foreign key that references either an IRF record or an MSF record. The table also includes references to foreign key columns for the predefined dimensions that are based on user data and to a configurable number of Custom\_Key columns.

Each row describes a combination of foreign keys to predefined and custom dimensions that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level `UNIQ--nowiki-00000000-QINU`".link-msf-userdata` configuration option or, starting with release 8.5.003, the application-level `link-msf-userdata-voice` or `link-msf-userdata-mm` configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation.

### Tip

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## Column List

### Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	NUMBER(19)	X	X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
INTERACTION_DESCRIPTOR_KEY	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	-1
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	0

### INTERACTION\_RESOURCE\_ID

A reference either to an INTERACTION\_RESOURCE\_FACT record or, if storage of mediation user data is configured, to a MEDIATION\_SEGMENT\_FACT record. This is the primary key of this table.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START\_DATE\_TIME\_KEY value in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts related to the same interval and/or convert the START\_TS timestamp to an appropriate time zone. This value can also be used to enable local indexes with partitioning.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

### INTERACTION\_DESCRIPTOR\_KEY

The surrogate key that is used to join the INTERACTION\_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, that are associated with the interaction. If a call did not include these attributes during a specific fact, this key references the default "Unspecified" dimension value.

## CREATE\_AUDIT\_KEY

**Introduced:** Release 8.5.001

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 8.5.001

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.

## Index List

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

## Index I\_IRF\_USER\_DATA\_KEYS\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table IXN\_RESOURCE\_STATE\_FACT

## Description

In partitioned databases, this table is partitioned.

Each row in this table describes an interaction-related state of an agent. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as seconds since midnight of January 1, 1970. The place that is associated with the resource state is also included as a dimensional reference.

If an agent handles multiple interactions simultaneously, this table may include facts that happen simultaneously on different interactions, but that are associated with the same agent.

### Tip

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**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
IXN_RESOURCE_STATE_FACT_KEY	NUMBER(10)	X	X		
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	

Column	Data Type	P	M	F	DV
TENANT_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
MEDIA_RESOURCE_KEY	NUMBER(10)		X	X	
PLACE_KEY	NUMBER(10)		X	X	
INTERACTION_RESOURCE_KEY	NUMBER(10)		X	X	
INTERACTION_TYPE_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
INTERACTION_RESOURCE_ID_KEY	NUMBER(10)			X	
INTERACTION_RESOURCE_ID	NUMBER(19)			X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
TOTAL_DURATION	NUMBER(10)				
LEAD_CLIP_DURATION	NUMBER(10)				
TRAIL_CLIP_DURATION	NUMBER(10)				
TARGET_ADDRESS	VARCHAR2(255 CHAR)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

## IXN\_RESOURCE\_STATE\_FACT\_KEY

The primary key of this table, generated by Genesys Info Mart.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact 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 interaction resource state fact 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 END\_TS timestamp to an appropriate time zone.

**TENANT\_KEY**

The surrogate key that is used to join the TENANT dimension to the fact tables.

**MEDIA\_TYPE\_KEY**

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

**RESOURCE\_KEY**

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables.

**MEDIA\_RESOURCE\_KEY**

The surrogate key that is used to join this table to the RESOURCE\_ dimension. This key represents the media resource that is associated with the IRF resource. For an IRF resource such as an agent or IVR, this key refers to the DN of the agent or of the IVR. For a routing point or queue resource (including ACD queue, interaction queue, or workbin), this key holds the same value as RESOURCE\_KEY.

**PLACE\_KEY**

The surrogate key that is used to join the PLACE dimension to the fact tables.

**INTERACTION\_RESOURCE\_STATE\_KEY**

The surrogate key that is used to join the INTERACTION\_RESOURCE\_STATE dimension to the fact tables.

**INTERACTION\_TYPE\_KEY**

The surrogate key that is used to join the INTERACTION\_TYPE dimension to the fact tables.

**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 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.

## INTERACTION\_RESOURCE\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_RESOURCE\_FACT record that is identified by the INTERACTION\_RESOURCE\_ID field. On a partitioned database, INTERACTION\_RESOURCE\_SDT\_KEY in combination with INTERACTION\_RESOURCE\_ID forms a value of the composite primary key for the INTERACTION\_RESOURCE\_FACT table.

## INTERACTION\_RESOURCE\_ID

The value of the primary key of the INTERACTION\_RESOURCE\_FACT table. This surrogate key is used to join the interaction resource state fact to the interaction resource fact.

## START\_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact began.

## END\_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact ended.

## TOTAL\_DURATION

The total duration, in seconds, that the resource has been in the state, irrespective of the interval(s) in which the state endures.

## LEAD\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

## TRAIL\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

---

## TARGET\_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION\_RESOURCE\_STATE.STATE\_NAME\_CODE field is "INITIATED"; otherwise, this field is null.

## ACTIVE\_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes.

## PURGE\_FLAG

This field is reserved.

## Index List

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

## Index I\_IRSF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Interaction\_Resource\_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.



# Table LDR\_CAMPAIGN

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the outbound campaign. Each row describes one campaign.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CAMPAIGN_GROUP_NAME	VARCHAR2(255 CHAR)		X		unknown
CAMPAIGN_GROUP_ID	NUMBER(19)		X		-1
CAMPAIGN_TEMPLATE_NAME	VARCHAR2(255 CHAR)		X		unknown

**ID**

The primary key of this table. This ID is referenced from other tables as LDR\_CAMPAIGN\_KEY.

**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.

**CAMPAIGN\_GROUP\_NAME**

The name of the campaign group.

**CAMPAIGN\_GROUP\_ID**

The DBID of the campaign group as assigned by Configuration Server.

**CAMPAIGN\_TEMPLATE\_NAME**

The name of the template on which the campaign is based.

## Index List

CODE	U	C	Description
I_LDR_CAMPAIGN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_CAMPAIGN

Field	Sort	Comment
CAMPAIGN_GROUP_NAME	Ascending	
CAMPAIGN_GROUP_ID	Ascending	
CAMPAIGN_TEMPLATE_NAME	Ascending	

## Subject Areas

No subject area information available.

# Table LDR\_DEVICE

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on device characteristics of the contact list records. Each row describes one record from the contact list.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
DEVICE_COUNTRY_CODE	VARCHAR2(10 CHAR)		X		unknown
DEVICE_AREA_CODE	VARCHAR2(10 CHAR)		X		unknown
DEVICE_STATE_CODE	VARCHAR2(10 CHAR)		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
DEVICE_TIMEZONE	VARCHAR2(50 CHAR)		X		unknown

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_DEVICE\_KEY.

## 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.

## DEVICE\_COUNTRY\_CODE

The country code of the record from the contact list.

## DEVICE\_AREA\_CODE

The area code of the record from the contact list.

## DEVICE\_STATE\_CODE

The state code of the record from the contact list.

## DEVICE\_TIMEZONE

The time zone indicated in the record from the contact list.

## Index List

CODE	U	C	Description
I_LDR_DEVICE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_DEVICE

Field	Sort	Comment
DEVICE_COUNTRY_CODE	Ascending	
DEVICE_AREA_CODE	Ascending	
DEVICE_STATE_CODE	Ascending	
DEVICE_TIMEZONE	Ascending	

## Subject Areas

No subject area information available.

# Table LDR\_FACT

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is partitioned.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading of an outbound campaign. Suppressed (unattempted) records do not reach the Outbound Contact Server (OCS) processing phase of outbound campaigns. Rows are inserted into the table when a contact list record is suppressed; rows are updated only when personally identifiable information (PII) is redacted from the database fields as a result of General Data Protection Regulation (GDPR) "forget" requests.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading

The LDR\_LIST\_KEY enables you to link an LDR\_FACT record with the LDR\_LIST table; LDR\_LIST.LIST\_ID contains the DBID of the contact list object and can be joined further to CALLING\_LIST\_METRIC\_FACT and other Info Mart tables.

### 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	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	
ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
RECORD_ID	NUMBER(19)				
CLIENT_ID	VARCHAR2(64 CHAR)				
CHAIN_ID	NUMBER(19)				
CHAIN_NUMBER	NUMBER(19)				
CONTACT_INFO	VARCHAR2(255 CHAR)				
DEVICE_MASK	NUMBER(19)				
LDR_CAMPAIGN_KEY	NUMBER(10)		X		-2
LDR_GROUP_KEY	NUMBER(10)		X		-2
LDR_LIST_KEY	NUMBER(10)		X		-2
LDR_RECORD_KEY	NUMBER(10)		X		-2
LDR_POSTAL_CODE	NUMBER(10)		X		-2
LDR_DEVICE_KEY	NUMBER(10)		X		-2

## 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 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.

## ID

An identifier Genesys Info Mart generates based on the long UUID timestamp reported by CX Contact.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the event regarding the suppressed contact list records was generated by CX Contact.



**RECORD\_ID**

The identifier of the record from the contact list.

**CLIENT\_ID**

The unique client identifier of the contact from the contact list.

**CHAIN\_ID**

The chain identifier of the record from the contact list.

**CHAIN\_NUMBER**

The order of the contact list record within the chain.

**CONTACT\_INFO**

The contact information (device) for the contact from the contact list.

**DEVICE\_MASK**

The bit mask of the record from the contact list.

**LDR\_CAMPAGN\_KEY**

The key that is used to join the LDR\_CAMPAGN dimension to the fact tables.

**LDR\_GROUP\_KEY**

The key that is used to join the LDR\_GROUP dimension to the fact tables.

**LDR\_LIST\_KEY**

The key that is used to join the LDR\_LIST dimension to the fact tables.

### LDR\_RECORD\_KEY

The key that is used to join the LDR\_RECORD dimension to the fact tables.

### LDR\_POSTAL\_CODE\_KEY

The key that is used to join the LDR\_POSTAL\_CODE dimension to the fact tables.

### LDR\_DEVICE\_KEY

The key that is used to join the LDR\_DEVICE dimension to the fact tables.

## Index List

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

### Index I\_LDR\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table LDR\_GROUP

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on the name of the agent group or place group associated with the outbound campaign. Each row describes one group of agents or places.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
GROUP_NAME	VARCHAR2(255 CHAR)		X		unknown

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_CAMPAIGN\_KEY.

## 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.

## GROUP\_NAME

The name of the agent group or place group.

## Index List

CODE	U	C	Description
I_LDR_GROUP	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_GROUP

Field	Sort	Comment
GROUP_NAME	Ascending	

## Subject Areas

No subject area information available.

# Table LDR\_LIST

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of contact lists. Each row describes one contact list.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
LIST_NAME	VARCHAR2(255 CHAR)		X		unknown
LIST_ID	NUMBER(19)		X		-1

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_LIST\_KEY.

## 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.

## LIST\_NAME

The name of the contact list.

## LIST\_ID

DBID that Configuration Server assigned to the Calling List configuration object that represents the contact list.

## Index List

CODE	U	C	Description
I_LDR_LIST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_LIST

Field	Sort	Comment
LIST_NAME	Ascending	
LIST_ID	Ascending	

## Subject Areas

No subject area information available.

# Table LDR\_POSTAL\_CODE

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on postal code values of contact list records. Each row describes one postal code.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
POSTAL_CODE	VARCHAR2(32 CHAR)		X		unknown

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_POSTAL\_CODE\_KEY.

## 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.

## POSTAL\_CODE

Postal code of the record from the contact list.

## Index List

CODE	U	C	Description
I_LDR_POSTAL_CODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_POSTAL\_CODE

Field	Sort	Comment
POSTAL_CODE	Ascending	

## Subject Areas

No subject area information available.



# Table LDR\_RECORD

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the contact list records, such as contact information type, record type, record status, and disposition.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CONTACT_INFO_TYPE	VARCHAR2(32 CHAR)		X		unknown
RECORD_TYPE	VARCHAR2(32 CHAR)		X		unknown
RECORD_STATUS	VARCHAR2(32		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
<b>DISPOSITION</b>	VARCHAR2(255 CHAR)		X		unknown

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_RECORD\_KEY.

## 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.

## CONTACT\_INFO\_TYPE

The type of the contact device. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

## RECORD\_TYPE

The type of the record from the contact list. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

## RECORD\_STATUS

The status of the record from the contact list. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated

- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

## DISPOSITION

The reason for filtering out the record from the campaign during the pre-loading phase, as reported by CX Contact.

## Index List

CODE	U	C	Description
I_LDR_RECORD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_LDR\_RECORD

Field	Sort	Comment
CONTACT_INFO_TYPE	Ascending	
RECORD_TYPE	Ascending	
RECORD_STATUS	Ascending	
DISPOSITION	Ascending	

## Subject Areas

No subject area information available.

# Table MEDIA\_ORIGIN

## Description

**Introduced:** 8.5.014.09

In partitioned databases, this table is not partitioned.

This dimension table allows chat thread facts to be described based on where the chat session originated. This dimension table is populated only in cloud deployments with Advanced Chat. Depending on specific media, the media origin values are either the same as, or complementary to, the media types stored in the MEDIA\_TYPE table. For instance, for Facebook public messaging, Facebook is the value recorded both as MEDIA\_NAME in the MEDIA\_TYPE table and as MEDIA\_ORIGIN in the MEDIA\_ORIGIN table. For Facebook private messaging, however, the value recorded as MEDIA\_NAME in the MEDIA\_TYPE table would be CHAT, while the value recorded as MEDIA\_ORIGIN in the MEDIA\_ORIGIN table would be Facebook.

### 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
ID	NUMBER(10)	X	X		
MEDIA_ORIGIN	VARCHAR2(64		X		unknown

Column	Data Type	P	M	F	DV
	CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table. This ID is referenced from other tables as MEDIA\_ORIGIN\_KEY.

## MEDIA\_ORIGIN

**Based on KVP:** csg\_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

## 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.

## Index List

CODE	U	C	Description
I_MEDIA_ORIGIN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_MEDIA\_ORIGIN

Field	Sort	Comment
MEDIA_ORIGIN	Ascending	

## Subject Areas

No subject area information available.

# Table MEDIA\_TYPE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on media type, such as voice. Each row describes one media type.

New 3rd Party Media media types can be populated in this dimension manually. Genesys recommends that you manually insert online media types into this table prior to their use, so that they are processed and represented properly starting with their first appearance in data. The Genesys Info Mart Server also adds new 3rd Party Media media types to this table as they are encountered, storing them as offline media by default. For media types that are truly online media, the IS\_ONLINE value should be changed manually in this case. Refer to [Setting up media types for online interactions](#) on the [Completing Database Preparation](#) page in the *Genesys Info Mart Deployment Guide* for instructions.

### 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_TYPE_KEY	NUMBER(10)	X	X		
MEDIA_NAME	VARCHAR2(255 CHAR)		X		
MEDIA_NAME_CODE	VARCHAR2(255 CHAR)		X		
IS_ONLINE	NUMBER(1)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## MEDIA\_TYPE\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact and aggregate tables. A value of 1001 and higher, assigned either by Genesys Info Mart or as a result of manual media type population, indicates a 3rd Party Media media type.

## MEDIA\_NAME

The media name. For voice and multimedia, it is one of the following values:

- None
- Voice
- Email
- Chat

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value can change with localization.

## MEDIA\_NAME\_CODE

The media name code. For voice and multimedia, it is one of the following values:

- NONE
- VOICE
- EMAIL
- CHAT

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value does not change with localization.

## IS\_ONLINE

Indicates whether a customer is involved in the interaction in real time while an agent is handling the interaction. The value is set to 1 for media types that are associated with online interactions (for example, chat, including asynchronous chat). The value is set to 0 for media types associated with offline interactions (for example, e-mail). This flag instructs Genesys Info Mart what transformation logic to apply to interactions of this media type.

**Note:** The value should be confirmed carefully when a new, online 3rd Party Media media type is added to the schema. Genesys Info Mart checks the value of this flag during transformation of the interactions of a given media type. A subsequent change to this flag's value does not change how the interaction was transformed.

## 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.

**Note:** For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

## 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.

**Note:** For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.



## Index List

CODE	U	C	Description
I_MEDIA_TP_MCD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_MEDIA\_TP\_MCD

Field	Sort	Comment
MEDIA_NAME_CODE	Ascending	

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Interaction\_Resource\_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- **Summary\_Resource\_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table MEDIATION\_SEGMENT\_FACT

## Description

**Modified:** 8.5.004 (USERDATA\_FLAG added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table describes interaction activity with respect to mediation DNs, including virtual and ACD queues, as well as Genesys eServices/Multimedia interaction queues and workbins. The grain of the fact spans the time from when the interaction enters the mediation DN to when the interaction leaves the mediation DN in one of the following three ways:

- Abandoned in the mediation DN
- Cleared from the mediation DN (for virtual queues only)
- Distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource

For voice, only completed ACD queue and virtual queue activity is populated; for multimedia, both active and completed virtual queue activity is populated.

### Important

Availability of active virtual queue data in Genesys Info Mart depends on the vq-write-mode configuration option in Interaction Concentrator.

In releases prior to 8.5.003, the populate-mm-ixnqueue-facts configuration option disables the population of eServices/Multimedia Interaction Queue activity to the MSF table. Starting with release 8.5.003, an MSF record is populated for the starting Interaction Queue of an Inbound Interaction, even if populate-mm-ixnqueue-facts is set to false.

The mediation segment start and end dates and times are stored as facts in the UTC format.

### 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
MEDIATION_SEGMENT_KEY	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
INTERACTION_TYPE_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
TECHNICAL_DESCRIPTION_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_NAME_KEY	NUMBER(10)		X	X	
WORKBIN_KEY	NUMBER(10)			X	-2
INTERACTION_SDT_KEY	NUMBER(10)			X	
INTERACTION_ID	NUMBER(19)			X	
IXN_RESOURCE_SDT_KEY	NUMBER(10)			X	
IXN_RESOURCE_ID	NUMBER(19)			X	
TARGET_IXN_RESOURCE_KEY	NUMBER(10)			X	
TARGET_IXN_RESOURCE_ID	NUMBER(19)			X	
MEDIA_SERVER_IXN_GUID	VARCHAR2(50 CHAR)				
MEDIATION_GUID	VARCHAR2(50 CHAR)				
ENTRY_ORDINAL	NUMBER(10)				
MEDIATION_DURATION	NUMBER(10)				
ONLINE_DURATION	NUMBER(10)				
ANSWER_THRESHOLD	NUMBER(10)				

Column	Data Type	P	M	F	DV
SHORT_ABANDONED_NUMBER	NUMBER(1)				
MET_THRESHOLD_NUMBER	NUMBER(1)				
ACTIVE_FLAG	NUMBER(1)				
USERDATA_FLAG	NUMBER(1)				
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## MEDIATION\_SEGMENT\_ID

The primary key of this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant to which the mediation DN belongs.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the interaction entered the mediation DN. 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 interaction left the mediation DN. 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 END\_TS timestamp to an appropriate time zone. For an active row that represents a multimedia interaction that is currently at the mediation DN (where ACTIVE\_FLAG=1), this field references the date and time far in the future, so that applications do not have to test for null.

## INTERACTION\_TYPE\_KEY

The surrogate key that is used to join this table to the INTERACTION\_TYPE dimension, to identify the interaction's type. For voice interactions, this value matches the related INTERACTION\_FACT row. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join this table to the MEDIA\_TYPE dimension, to identify the media type that is associated with this handling attempt. For voice interactions, this value matches the related INTERACTION\_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION\_FACT; for example, an inbound chat interaction may include an e-mail response.

## TECHNICAL\_DESCRIPTOR\_KEY

The surrogate key that is used to join the TECHNICAL\_DESCRIPTOR dimension to the fact tables, to indicate the result of the mediation segment, such as Abandoned, Cleared, or Diverted.

## RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables, to indicate the mediation DN resource.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups of which the mediation DN resource was a member when the interaction entered the mediation DN. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

## WORKBIN\_KEY

In MSF records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the populate-workbin-as-hold configuration option in the [Genesys Info Mart Deployment Guide](#).

## INTERACTION\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the INTERACTION\_FACT table. On a partitioned database, INTERACTION\_SDT\_KEY in combination with INTERACTION\_ID forms a value of the composite primary key for the INTERACTION\_FACT table.

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## INTERACTION\_ID

The value of the interaction fact primary key.

## IXN\_RESOURCE\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_RESOURCE\_FACT record that is identified by the IXN\_RESOURCE\_ID field. On a partitioned database, IXN\_RESOURCE\_SDT\_KEY in combination with IXN\_RESOURCE\_ID forms a value of the composite primary key for the INTERACTION\_RESOURCE\_FACT table.

## IXN\_RESOURCE\_ID

The value of the primary key of the INTERACTION\_RESOURCE\_FACT table. In MSF records that are part of an attempt (successful or unsuccessful) to reach a handling resource, this field is the ID of the IRF that represents the attempt. This field can be used to join the MSF table to the IRF table. If the interaction passes through multiple mediation resources during the attempt to reach a handling resource, many MSF records will reference the same master IRF record. If the attempt is successful, the referenced IRF is the IRF for the handling resource that was reached. If the attempt is unsuccessful, the referenced IRF is the IRF for the last mediation resource (the resource in which the interaction ended).

This field is not populated if ICON has not been configured to populate the G\_ROUTE\_RES\_VQ\_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

## TARGET\_IXN\_RESOURCE\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_RESOURCE\_FACT record that is identified by the TARGET\_IXN\_RESOURCE\_ID field. On a partitioned database, TARGET\_IXN\_RESOURCE\_SDT\_KEY in combination with TARGET\_IXN\_RESOURCE\_ID forms a value of the composite primary key for the INTERACTION\_RESOURCE\_FACT table.

## TARGET\_IXN\_RESOURCE\_ID

The value of the primary key of the INTERACTION\_RESOURCE\_FACT table. Identifies the target of the distribution from this mediation DN. This field can be used to join this table to the INTERACTION\_RESOURCE\_FACT table.

## MEDIA\_SERVER\_IXN\_GUID

The unique interaction ID, as reported by the interaction media server. In the case of voice T-Server, the GUID is the call's UUID. In the case of multimedia, the GUID is either of the following:

- The interaction ID from Interaction Server, in a record that is created for virtual queue
- The call ID of the party that is associated with the mediation DN, in a record that is created for an

interaction queue or workbin

## MEDIATION\_GUID

The unique ID that represents the interaction in the virtual queue, as reported by URS through ICON. URS uses this ID to resolve calls that are stuck in a virtual queue. For ACD queue activity (associated with voice interactions), this field contains the party GUID for the ACD queue party, as reported by ICON. For interaction queue or workbin activity (associated with multimedia interactions), this field contains the party GUID for the interaction queue or workbin party, as reported by ICON.

## ENTRY\_ORDINAL

Indicates the order of entrance of this mediation segment relative to other mediation segments of the same master IRF record. The other mediation segments are MSF records that have the same IXN\_RESOURCE\_ID.

This field is not populated if ICON has not been configured to populate the G\_ROUTE\_RES\_VQ\_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

## MEDIATION\_DURATION

The time, in seconds, from when the interaction enters the mediation DN to when the interaction is removed, for any reason.

For ACD queues, interaction queues, or interaction workbins, the mediation duration does not include any time spent in a strategy or a virtual queue, except for bounce-back scenarios (a subset of "runaway strategy" scenarios in which an interaction is bounced between the mediation resource and a strategy, as the strategy repeatedly retries busy agents). In bounce-back scenarios, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration in the MSF for that resource includes all the interim strategy time.

For virtual queues, the adjust-vq-time-by-strategy-time configuration option controls whether the mediation duration includes or excludes the time that the interaction spent in the strategy but outside the virtual queue. For an active multimedia interaction that is currently at a mediation DN, this value is 0.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts ("runaway strategy" scenarios), population of this field changed between release 8.1.1 and release 8.1.2.

- In release 8.1.1, a new MSF record is created every time an interaction enters a virtual queue. This field includes only the duration until the interaction leaves the virtual queue.
- In release 8.1.2, a single MSF record is created for a particular virtual queue, regardless of the number of times that an interaction returns to this virtual queue. This field includes all the time that the interaction spends in a particular virtual queue during mediation. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls when excessive numbers of parties are skipped.)

## ONLINE\_DURATION

Part of the MEDIATION\_DURATION before the interaction went offline, for Genesys eServices/ Multimedia chat and online 3rd Party Media interactions. For voice calls, ONLINE\_DURATION and MEDIATION\_DURATION are equal. For e-mail messages and offline 3rd Party Media interactions, ONLINE\_DURATION equals 0.

## ANSWER\_THRESHOLD

The number of seconds that establishes a threshold for an interaction to be both distributed from the mediation DN and accepted by the target resource. This value is derived from the value of the q-answer-threshold-voice configuration option for voice interactions or the media-specific q-answer-threshold configuration option for multimedia interactions.

## SHORT\_ABANDONED\_FLAG

Indicates whether the interaction was abandoned in the mediation DN within the defined threshold, in which case the value is 1, or abandoned in the mediation DN outside this threshold, in which case the value is 0. The threshold is defined by the q-short-abandoned-threshold-voice configuration option for voice interactions or by the media-specific q-short-abandoned-threshold configuration option for multimedia interactions. If the interaction was not abandoned at all, this value is 0.

## MET\_THRESHOLD\_FLAG

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold. If so, the value of this field is 1; otherwise, the value is 0. The threshold is defined by the q-answer-threshold-voice configuration option for voice interactions or by the media-specific q-answer-threshold configuration option for multimedia interactions.

## ACTIVE\_FLAG

Indicates whether the mediation DN segment is currently active: 0 = No, 1 = Yes.

## USERDATA\_FLAG

**Introduced:** Release 8.5.004

This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation. If user data is associated with this MSF record, the value of this field is 1; otherwise, the value is 0.

## START\_TS

The UTC-equivalent value of the date and time at which the interaction entered the mediation DN.

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## END\_TS

The UTC-equivalent value of the date and time at which the interaction that left the mediation DN (was diverted, cleared, or abandoned while queued) reached the target resource or was abandoned. For multimedia, this value also depends on the value of the ACTIVE\_FLAG field. For an active row (where ACTIVE\_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

## 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 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_MSF_SDT			Improves access time, based on the Start Date Time key.
I_MSF_IID			Improves access time, based on the INTERACTION ID.

## Index I\_MSF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_MSF\_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

# Table POST\_CALL\_SURVEY\_DIM\_1

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SURVEY\_IAGENTSCORE, SURVEY\_ICOMPANYSCORE, SURVEY\_ICALLSCORE, SURVEY\_IPRODUCTSCORE, SURVEY\_IQ1)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on the scores customers assign to the call, agent, product, and company during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### 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
ID	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_IAGENTSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_ICOMPANYSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_ICALLSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_IPRODUCTSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ1	VARCHAR2(32 CHAR)		X		-1

## ID

The primary key for this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

## 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.

## SURVEY\_IAGENTSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iAgentScore

The score assigned to the agent by the customer during post-call survey.

## SURVEY\_ICOMPANYSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iCompanyScore

The overall score assigned to the company by the customer during post-call survey.

## SURVEY\_ICALLSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iCallScore

The score assigned to the call by the customer during post-call survey.

## SURVEY\_IPRODUCTSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iProductScore

The score assigned to the product by the customer during post-call survey.

## SURVEY\_IQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iQ1

The answer from the caller to Integer-response question 1 during a post-call survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_X			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_1

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IAGENTSCORE	Ascending	
SURVEY_ICOMPANYSCORE	Ascending	
SURVEY_ICALLSCORE	Ascending	
SURVEY_IPRODUCTSCORE	Ascending	
SURVEY_IQ1	Ascending	

## Subject Areas

No subject area information available.

# Table POST\_CALL\_SURVEY\_DIM\_2

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_IQ\* columns modified in single-language databases and for the SURVEY\_SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_IQ2	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ3	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ4	VARCHAR2(32 CHAR)		X		-1
SURVEY_SQ1	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ2	VARCHAR2(255 CHAR)		X		NO_VALUE

### ID

The primary key for this table.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

### 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.



## SURVEY\_IQ2

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq2

The answer from the caller to Integer-response question 2 during a post-call survey.

## SURVEY\_IQ3

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq3

The answer from the caller to Integer-response question 3 during a post-call survey.

## SURVEY\_IQ4

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq4

The answer from the caller to Integer-response question 4 during a post-call survey.

## SURVEY\_SQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq1

The answer from the caller to String-response question 1 during a post-call survey.

## SURVEY\_SQ2

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq2

The answer from the caller to String-response question 2 during a post-call survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_2			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_2

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ2	Ascending	
SURVEY_IQ3	Ascending	
SURVEY_IQ4	Ascending	
SURVEY_SQ1	Ascending	
SURVEY_SQ2	Ascending	

## Subject Areas

No subject area information available.

# Table POST\_CALL\_SURVEY\_DIM\_3

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### Tip

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## Column List

### Legend

Column	Data Type	P	M	F	DV
ID	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_SQ3	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ4	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ5	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ6	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ7	VARCHAR2(255 CHAR)		X		NO_VALUE

### ID

The primary key for this table.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

### 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.

### SURVEY\_SQ3

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ3

The answer from the caller to String-response question 3 during a post-call survey.

## SURVEY\_SQ4

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ4

The answer from the caller to String-response question 4 during a post-call survey.

## SURVEY\_SQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ5

The answer from the caller to String-response question 5 during a post-call survey.

## SURVEY\_SQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ6

The answer from the caller to String-response question 6 during a post-call survey.

## SURVEY\_SQ7

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ7

The answer from the caller to String-response question 7 during a post-call survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_3			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_3

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_SQ3	Ascending	
SURVEY_SQ4	Ascending	
SURVEY_SQ5	Ascending	
SURVEY_SQ6	Ascending	
SURVEY_SQ7	Ascending	

## Subject Areas

No subject area information available.

# Table POST\_CALL\_SURVEY\_DIM\_4

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_IQ\* columns modified in single-language databases and for the SURVEY\_SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### Tip

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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
ID	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_SQ8	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ9	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_SQ10	VARCHAR2(255 CHAR)		X		NO_VALUE
SURVEY_IQ5	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ6	VARCHAR2(32 CHAR)		X		-1

### ID

The primary key for this table.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

### 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.



## SURVEY\_SQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq8

The answer from the caller to String-response question 8 during a post-call survey.

## SURVEY\_SQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq9

The answer from the caller to String-response question 9 during a post-call survey.

## SURVEY\_SQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq10

The answer from the caller to String-response question 10 during a post-call survey.

## SURVEY\_IQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq5

The answer from the caller to Integer-response question 5 during a post-call survey.

## SURVEY\_IQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq6

The answer from the caller to Integer-response question 6 during a post-call survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_X			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_4

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_SQ8	Ascending	
SURVEY_SQ9	Ascending	
SURVEY_SQ10	Ascending	
SURVEY_IQ5	Ascending	
SURVEY_IQ6	Ascending	

## Subject Areas

No subject area information available.

# Table POST\_CALL\_SURVEY\_DIM\_5

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_IQ\* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### 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
ID	NUMBER(10)	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_IQ7	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ8	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ9	VARCHAR2(32 CHAR)		X		-1
SURVEY_IQ10	VARCHAR2(32 CHAR)		X		-1

## ID

The primary key for this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

## 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.

## SURVEY\_IQ7

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq7

The answer from the caller to Integer-response question 7 during a post-call survey.

## SURVEY\_IQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iq8

The answer from the caller to Integer-response question 8 during a post-call survey.

## SURVEY\_IQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_i09

The answer from the caller to Integer-response question 9 during a post-call survey.

## SURVEY\_IQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_i10

The answer from the caller to Integer-response question 10 during a post-call survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_5			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_5

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ7	Ascending	
SURVEY_IQ8	Ascending	
SURVEY_IQ9	Ascending	
SURVEY_IQ10	Ascending	

## Subject Areas

No subject area information available.

# Table POST\_CALL\_SURVEY\_DIM\_6

## Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_\* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on survey completion and a recommendation score, provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### 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
ID	NUMBER(10)	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
SURVEY_IRECOMMENDSCORE	VARCHAR2(32 CHAR)		X		-1
SURVEY_COMPLETE	VARCHAR2(10 CHAR)		X		NO_VALUE
SURVEY_RECORDING	VARCHAR2(10 CHAR)		X		NO_VALUE

## ID

The primary key for this table.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

## 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.

## SURVEY\_IRECOMMENDSCORE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iRecommendScore

The user's rating (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS).

## SURVEY\_COMPLETE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_sComplete

Indicates whether a survey was completed. (TRUE = completed)

## SURVEY\_RECORDING

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_sRecording

Indicates whether the application attempted to record a voice message from the caller, after the caller completed the survey.

## Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_6			Improves access time.

## Index I\_POST\_CALL\_SURVEY\_DIM\_6

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IRECOMMENDSCORE	Ascending	
SURVEY_COMPLETE	Ascending	
SURVEY_RECORDING	Ascending	

## Subject Areas

No subject area information available.



# Table RECORD\_FIELD\_GROUP\_1

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

### 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
RECORD_FIELD_GROUP_1_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10	VARCHAR2(255) CHAR				
PURGE_FLAG	NUMBER(1)				

## RECORD\_FIELD\_GROUP\_1\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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.

## RECORD\_FIELD\_1\_STRING\_1 Through RECORD\_FIELD\_1\_STRING\_10

The text string value number one through ten, respectively, of a custom record field.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table RECORD\_FIELD\_GROUP\_2

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

### 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
RECORD_FIELD_GROUP_2_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10	VARCHAR2(255) (CHAR)				
PURGE_FLAG	NUMBER(1)				

## RECORD\_FIELD\_GROUP\_2\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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.

## RECORD\_FIELD\_2\_STRING\_1 Through RECORD\_FIELD\_2\_STRING\_10

The text string value number one through ten, respectively, of a custom record field.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table RECORD\_STATUS

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD\_STATUS allows facts to be described based on attributes of an outbound campaign record status. Each row describes one record status, such as Updated or Canceled.

### 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
RECORD_STATUS_ID	NUMBER(10)	X	X		
RECORD_STATUS	VARCHAR2(32 CHAR)				
RECORD_STATUS_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

---

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## RECORD\_STATUS\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## RECORD\_STATUS

The description of the record status. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

This value can change with localization.

## RECORD\_STATUS\_CODE

The code of the record status description that is stored in the RECORD\_STATUS column. This field is set to one of the following values:

- NO\_RECORD\_STATUS
- READY
- RETRIEVED
- UPDATED
- STALE
- CANCELLED
- AGENT\_ERROR
- CHAIN\_UPDATED
- MISSED\_CALLBACK
- CHAIN\_READY

This value does not change with localization.

## 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 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

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table RECORD\_TYPE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD\_TYPE allows facts to be described based on attributes of an outbound campaign record type. Each row describes one record type, such as General and PersonalCallback.

### 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
RECORD_TYPE_KEY	NUMBER(10)	X	X		
RECORD_TYPE	VARCHAR2(32 CHAR)				
RECORD_TYPE_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	



Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## RECORD\_TYPE\_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

## RECORD\_TYPE

The record type. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

This value can change with localization.

## RECORD\_TYPE\_CODE

The record type code. This field is set to one of the following values:

- NO\_RECORD\_TYPE
- UNKNOWN\_RECORDTYPE
- GENERAL
- CAMPAIGN\_RESCHEDULED
- PERSONAL\_RESCHEDULED
- PERSONAL\_CALLBACK
- CAMPAIGN\_CALLBACK
- NO\_CALL

This value does not change with localization.

## 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 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

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table REQUESTED\_SKILL

## Description

In partitioned databases, this table is not partitioned.

REQUESTED\_SKILL allows facts to be described based on a combination of requested skills and minimum skill proficiencies. This multivalue bridge table bridges facts with the SKILL dimension. Each row describes one requested skill (and its minimum proficiency level) among a distinct combination of requested skills. Each distinct combination of skills shares a unique requested skill combination key column. A new set of rows is issued for each distinct combination of skills and skill proficiency levels that are encountered as attached data in the interaction source data.

### 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
ID	NUMBER(19)	X	X		
SKILL_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
SKILL_COMBINATION_KEY	NUMBER(10)		X		

---

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
SKILL_LEVEL	NUMBER(10)				
PURGE_FLAG	NUMBER(1)				

## ID

The primary key of this table.

## SKILL\_KEY

The surrogate key that is used to join the SKILL dimension to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## SKILL\_COMBINATION\_KEY

The surrogate key that is used to join the REQUESTED\_SKILL dimension to the fact tables.

## 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 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.

## SKILL\_LEVEL

The requested minimum skill level or proficiency.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table REQUESTED\_SKILL\_COMBINATION

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

### 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
SKILL_COMBINATION_NUMBER	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
SKILL_COMBINATION_STRING	VARCHAR2(255 CHAR)		X		
SKILL_COMBINATION_AUX_KEY	VARCHAR2(255 CHAR)				

Column	Data Type	P	M	F	DV
SKILL_COUNT	NUMBER(5)		X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
PURGE_FLAG	NUMBER(1)				

## SKILL\_COMBINATION\_KEY

This is the primary key of this table and the surrogate key that is used to join the REQUESTED\_SKILL dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## SKILL\_COMBINATION\_STRING

A single string representation of all skills and proficiencies that are requested by the interaction.

## SKILL\_COMBINATION\_AUX\_KEY

This field is internal.

## SKILL\_COUNT

The count of the number of requested skills.

## 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 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.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.



# Table RESOURCE\_

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the attributes of the associated resource; routing points, queues, IVRs, and agents are all resources. Each row describes one resource. A new row is issued for each configured DN--such as routing point, queue DN, position, extension, IVR DN, and agent--identified by its ID in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points; ACD Queue is considered a Queue. For Genesys eServices/Multimedia, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a script, routing point, queue, or another DN and re-creating it under the same name causes a new row to be issued. Changing agent attributes--such as last name, first name, and employee ID--causes an update to an existing row. Deleting an agent and re-creating it with the same attributes causes a new row to be issued.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL\_RESOURCE\_ID and IVR\_NAME columns.

### 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
RESOURCE_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
SWITCH_DBID	NUMBER(10)				
SWITCH_NAME	VARCHAR2(255 CHAR)				
IVR_NAME	VARCHAR2(255 CHAR)				
RESOURCE_TYPE	VARCHAR2(255 CHAR)				
RESOURCE_TYPE_CODE	VARCHAR2(32 CHAR)				
RESOURCE_SUBTYPE	VARCHAR2(255 CHAR)				
RESOURCE_NAME	VARCHAR2(255 CHAR)				
AGENT_FIRST_NAME	VARCHAR2(64 CHAR)				
AGENT_LAST_NAME	VARCHAR2(64 CHAR)				
EMPLOYEE_ID	VARCHAR2(255 CHAR)				
EXTERNAL_RESOURCE_ID	VARCHAR2(255 CHAR)				
RESOURCE_CFG_DBID	NUMBER(10)				
RESOURCE_CFG_TIME	NUMBER(10)				
RESOURCE_ALIAS	VARCHAR2(255 CHAR)				
NETWORK_RESOURCE_ID	NUMBER(1)				
GMT_START_TIME	TIMESTAMP(3)				
GMT_END_TIME	TIMESTAMP(3)				
PURGE_FLAG	NUMBER(1)				

## RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension table to the fact and aggregate tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension table to the fact tables.

## 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 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.

## SWITCH\_DBID

The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH\_NAME field.

## SWITCH\_NAME

The switch name on which the queue, routing point, or IVR DN is configured. It provides a natural hierarchy for queues, routing points, or IVR DNs that are configured on the same switch.

## IVR\_NAME

The IVR name on which the IVR DN is configured. It provides a natural hierarchy for IVR DNs that are configured on the same IVR.

## RESOURCE\_TYPE

The resource type. This field is set to one of the following values:

- Unknown
- Agent
- Queue
- RoutingPoint
- IVRApplication

- IVRPort
- Other

This value can change with localization.

RESOURCE\_TYPE\_CODE

The code of the resource type. This field is set to one of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRAPPLICATION
- IVRPORT
- OTHER

This value does not change with localization.

RESOURCE\_SUBTYPE

**Modified:** 8.5.003.17 (new value, Person, added for the Agent resource type)  
The detailed resource type. Click the plus sign to see a listing of permissible values.

The following list of permissible values presents the resource subtypes in the following format:

- **RESOURCE\_TYPE**  
RESOURCE\_SUBTYPE
- **Unknown**  
Unknown
  - VirtualRoutingPoint
  - ExternalRoutingPoint
- **Agent**  
Agent
  - ServiceNumber
  - Person
    - RoutingQueue
    - RoutingStrategy
- **Queue**  
ACDQueue
  - VirtualQueue
  - InteractionQueue
  - InteractionWorkBin
- **RoutingPoint**  
RoutingPoint
  - **IVRApplication**
    - UnknownDNType
    - Extension
    - ACDPosition
    - VoiceTreatmentPort
    - VoiceMail

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MobileStation	RoutingPoint
CallProcessingPort	VirtualQueue
FAX	VirtualRoutingPoint
Modem	VoiceTreatmentPort
MusicPort	VoiceMail
Trunk	CallProcessingPort
TrunkGroup	FAX
TieLine	Modem
TieLineGroup	MusicPort
Mixed	Trunk
NetworkDestination	TrunkGroup
ServiceNumber	TieLine
CommunicationDN	TieLineGroup
E-mailAddress	Mixed
VoiceOverIPPort	ExternalRoutingPoint
	NetworkDestination
	ServiceNumber
	RoutingQueue
	CommunicationDN
	E-mailAddress
	VoiceOverIPPort
	VideoOverIPPort
	Chat
	CoBrowse
	VoiceOverIPService
	Workflow
	AccessResource
<b>• IVRAApplication (continued)</b>	
VideoOverIPPort	
Chat	
CoBrowse	
VoiceOverIPService	
Workflow	
AccessResource	
<b>• Other</b>	
UnknownDNType	
Extension	
ACDPosition	
ACDQueue	

## RESOURCE\_NAME

The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR application name
- The IVR directory number
- The multimedia interaction queue
- The workbin
- The routing strategy name
- The user name of the agent as specified in the Person object's properties in the Configuration Database

## AGENT\_FIRST\_NAME

If the resource is an agent, this value is the first name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

## AGENT\_LAST\_NAME

If the resource is an agent, this value is the last name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

## EMPLOYEE\_ID

The employee ID of an agent resource, as it appears in the contact center configuration.

## EXTERNAL\_RESOURCE\_ID

The employee ID of an agent, as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field is reserved for future use.

## RESOURCE\_CFG\_DBID

The database identifier for the routing point, queue, IVR DN, or agent object in the contact center configuration.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart generates an internal ID to populate this field for a DN resource that does not have a corresponding configuration object.

## RESOURCE\_CFG\_TYPE\_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR DN, or agent object.

---

Note: In a deployment with SIP Cluster solution, Genesys Info Mart sets this field to 0 (zero) for a DN resource that does not have a corresponding configuration object.

## RESOURCE\_ALIAS

Contains the DN's alias, as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

## NETWORK\_RESOURCE\_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server: 0 = Premise, 1 = Network.

## GMT\_START\_TIME

The GMT-equivalent date and time at which the resource was added to IDB, which can differ from the date and time at which the resource was actually added to contact center configuration.

## GMT\_END\_TIME

The GMT-equivalent date and time at which the resource was removed from contact center configuration.

## PURGE\_FLAG

This field is reserved.

## Index List

CODE	U	C	Description
IDX_RES_CFG_DBID	X		Reserved.
IDX_RES_TYPE_CODE			Improves access time, based on the code for the resource type.
I_RES_KEY_CFG_DBID	X		Reserved.

## Index IDX\_RES\_CFG\_DBID

Field	Sort	Comment
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

## Index IDX\_RES\_TYPE\_CODE

Field	Sort	Comment
RESOURCE_TYPE_CODE	Ascending	

## Index I\_RES\_KEY\_CFG\_DBID

Field	Sort	Comment
RESOURCE_KEY	Ascending	
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Interaction\_Resource\_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- **Resource\_Group** — Represents the membership of contact center resources among resource groups.
- **Resource\_Skill** — Represents the skill resumes of agent resources.
- **Summary\_Resource\_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.



# Table RESOURCE\_ANNEX

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of type Person.

The data is based on the records for these configuration objects that are stored in the GC\_ANNEX table of the configuration IDB. Genesys Interactive Insights uses the data associated with Person configuration objects to control visibility for certain data and reports.

A new row is issued for each configuration option on the Annex tab of the corresponding configuration object. Changing the value of the specified option causes an update to an existing row. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

### 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
RESOURCE_KEY	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
SECTIONNAME	VARCHAR2(255 CHAR)	X	X		
KEYNAME	VARCHAR2(255 CHAR)	X	X		
VALUE	VARCHAR2(255 CHAR)				
END_TS	NUMBER(10)		X		
CFGOBJECTID	NUMBER(10)		X		
CFGOBJECTTYPE	NUMBER(3)		X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
ACTIVE_FLAG	NUMBER(1)		X		

## RESOURCE\_KEY

The primary key that is used to join this table to the RESOURCE\_ dimension.

## TENANT\_KEY

The surrogate key that is used to join this dimension to the TENANT dimension.

## SECTIONNAME

The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC\_ANNEX.SECTIONNAME IDB field for a respective DN, Person, or Switch record.

## KEYNAME

The name of the configuration option that is set on the Annex tab of the configuration object. If the object type is Person, the option specifies the geographical location, business line, or organization structure. This value equals the value of the GC\_ANNEX.KEYNAME field in IDB for a respective DN, Person, or Switch record.

## VALUE

The value of the configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC\_ANNEX.VALUE field in IDB for a respective DN, Person, or Switch

record.

## END\_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC\_ANNEX.DELETED field in IDB for a respective DN, Person, or Switch record.

## CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC\_ANNEX.CFGOBJECTID field in IDB for a respective DN, Person, or Switch record.

## CFGOBJECTTYPE

The type of the configuration object. This value equals the value of the GC\_ANNEX.CFGOBJECTTYPE field in IDB for a respective DN, Person, or Switch record.

## 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 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.

## ACTIVE\_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

## Index List

CODE	U	C	Description
I_RESOURCE_ANNEX	X		Improves access time, based on dimension values.

CODE	U	C	Description
I_RESOURCE_ANNEX_END_TS			Improves access time, based on the End Timestamp.

## Index I\_RESOURCE\_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

## Index I\_RESOURCE\_ANNEX\_END\_TS

Field	Sort	Comment
END_TS	Ascending	

## Subject Areas

No subject area information available.

# Table RESOURCE\_GROUP\_COMBINATION

## Description

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multivalued bridge table bridges facts with the GROUP\_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which a resource belongs. Once created, resource group combinations are reused.

### 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
GROUP_COMBINATION_KEY	NUMBER(10)	X	X		
GROUP_KEY	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## GROUP\_COMBINATION\_KEY

The surrogate key that is used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that make up the group combination share the same GROUP\_COMBINATION\_KEY.

## GROUP\_KEY

The surrogate key that is used to join this table to the GROUP\_ dimension, to identify one group among the groups that make up the resource group combination.

## TENANT\_KEY

The surrogate key that is used to join records in this table to a specific tenant in the TENANT dimension, to identify to which tenant the groups belong.

## 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 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

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling

resource, as well as the activities of that target handling resource.

- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- **Summary\_Resource\_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table RESOURCE\_STATE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This resource state dimension contains possible agent states. The states have two levels of granularity: state type and state name. Each state type may include several state names, so that several agent states could be grouped by type. This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

### 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
RESOURCE_STATE_NUM	NUMBER(10)	X	X		
STATE_TYPE	VARCHAR2(64 CHAR)				



Column	Data Type	P	M	F	DV
STATE_TYPE_CODE	VARCHAR2(32 CHAR)				
STATE_NAME	VARCHAR2(64 CHAR)				
STATE_NAME_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## RESOURCE\_STATE\_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

## STATE\_TYPE

The media-neutral resource state. This field is set to one of the following values:

- Unknown
- Ready
- WorkingReady
- NotReady
- WorkingNotReady

This value can change with localization.

## STATE\_TYPE\_CODE

The code for the media-neutral resource state. This field is set to one of the following values:

- UNKNOWN
- READY
- WORKINGREADY
- NOTREADY
- WORKINGNOTREADY

This value does not change with localization.

STATE\_NAME

The media-specific or detailed resource state. This value can change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- Unknown
- Busy
- Ready
- NotReady
- AfterCallWork (voice only)
- LoggedOnOnly

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- |                   |                       |                |
|-------------------|-----------------------|----------------|
| • WaitForNextCall | • NotReadyForNextCall | • CallConsult  |
| • OffHook         | • AfterCallWork       | • CallInternal |
| • CallDialing     | • CallOnHold          | • CallOutbound |
| • CallRinging     | • CallUnknown         | • CallInbound  |

STATE\_NAME\_CODE

The media-specific or detailed resource state code. This value does not change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- UNKNOWN
- BUSY
- READY
- NOTREADY
- AFTERCALLWORK (voice only)
- LOGGEDONONLY

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- |                   |                       |                |
|-------------------|-----------------------|----------------|
| • WAITFORNEXTCALL | • NOTREADYFORNEXTCALL | • CALLCONSULT  |
| • OFFHOOK         | • AFTERCALLWORK       | • CALLINTERNAL |
| • CALLDIALING     | • CALLONHOLD          | • CALLOUTBOUND |
| • CALLRINGING     | • CALLUNKNOWN         | • CALLINBOUND  |

## 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 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

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table RESOURCE\_STATE\_REASON

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

### 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
RESOURCE_STATE_REASON_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
REASON_TYPE	VARCHAR2(64 CHAR)				

Column	Data Type	P	M	F	DV
REASON_TYPE_CODE	VARCHAR2(32 CHAR)				
HARDWARE_REASON	VARCHAR2(255 CHAR)				
SOFTWARE_REASON_KEY	VARCHAR2(255 CHAR)				
SOFTWARE_REASON_VALUE	VARCHAR2(255 CHAR)				
WORKMODE	VARCHAR2(64 CHAR)				
WORKMODE_CODE	VARCHAR2(32 CHAR)				
PURGE_FLAG	NUMBER(1)				

## RESOURCE\_STATE\_REASON\_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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 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.

## REASON\_TYPE

The type of the reason—either Hardware or Software. This value can change with localization.

## REASON\_TYPE\_CODE

The reason type code—either `HARDWARE` or `SOFTWARE`. This value does not change with localization.

## HARDWARE\_REASON

The hardware reason.

## SOFTWARE\_REASON\_KEY

The key name with which the software reason was attached.

## SOFTWARE\_REASON\_VALUE

The value with which the software reason was attached.

## WORKMODE

The work mode. This field is set to one of the following values:

- `AgentWorkModeUnknown`
- `AgentManualIn`
- `AgentAutoIn`
- `AgentLegalGuard`
- `AgentAfterCallWork`
- `AgentAuxWork`
- `AgentWalkAway`
- `AgentReturnBack`

This value can change with localization.

## WORKMODE\_CODE

The work mode code. This field is set to one of the following values:

- `AGENT_WORK_MODE_UNKNOWN`
- `AGENT_MANUAL_IN`
- `AGENT_AUTO_IN`

- AGENT\_LEGAL\_GUARD
- AGENT\_AFTER\_CALL\_WORK
- AGENT\_AUX\_WORK
- AGENT\_WALK\_AWAY
- AGENT\_RETURN\_BACK

This value does not change with localization.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table ROUTING\_TARGET

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by routing targets that are selected by the router. It enables aggregation, based on the number of times that the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the ROUTING\_TARGET\_TYPE column for a list of target types. A new row is issued for each distinct routing target that is encountered as attached data in the interaction source data.

### 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
ROUTING_TARGET_NUM	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	



Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
ROUTING_TARGET_TYPE	VARCHAR2(64 CHAR)				
ROUTING_TARGET_TYPE_CODE	VARCHAR2(64 CHAR)				
TARGET_OBJECT_SELECTED	VARCHAR2(255 CHAR)				
AGENT_GROUP_NAME	VARCHAR2(255 CHAR)				
PLACE_GROUP_NAME	VARCHAR2(255 CHAR)				
SKILL_EXPRESSION	VARCHAR2(255 CHAR)				
PURGE_FLAG	NUMBER(1)				

## ROUTING\_TARGET\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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 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.

## ROUTING\_TARGET\_TYPE

The type of routing target. This field is set to one of the following values:

- Unspecified
- Default
- Agent

- 
- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>• Place</li><li>• Agent Group</li><li>• Agent Group With Skill Expr</li><li>• Skill Expression</li></ul> | <ul style="list-style-type: none"><li>• Place Group</li><li>• Routing Point</li><li>• Queue</li><li>• Queue Group</li></ul> | <ul style="list-style-type: none"><li>• Regular DN</li><li>• Campaign Group</li><li>• Destination Label</li><li>• Workbin</li></ul> |
|--|---|---|

This value can change with localization.

ROUTING\_TARGET\_TYPE\_CODE

The code of the routing target type. This field is set to one of the following values:

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"><li>• UNSPECIFIED</li><li>• DEFAULT</li><li>• AGENT</li><li>• PLACE</li><li>• AGENT GROUP</li></ul> | <ul style="list-style-type: none"><li>• AGENT GROUP WITH SKILL<br/>EXPR</li><li>• SKILL EXPRESSION</li><li>• PLACE GROUP</li><li>• ROUTING POINT</li><li>• QUEUE</li></ul> | <ul style="list-style-type: none"><li>• QUEUE GROUP</li><li>• REGULAR DN</li><li>• CAMPAIGN GROUP</li><li>• DESTINATION LABEL</li><li>• WORKBIN</li></ul> |
|---|--|---|

This value does not change with localization.

TARGET\_OBJECT\_SELECTED

The object that is targeted by the Router.

AGENT\_GROUP\_NAME

The agent group that is targeted by the Router.

PLACE\_GROUP\_NAME

The place group that is targeted by the Router.

SKILL\_EXPRESSION

The skill expression that is used in conjunction with the agent group that is targeted by the Router. The skill expression is formulated by the routing strategy.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table SDR\_ACTIVITIES\_FACT

## Description

**Introduced:** 8.5.007. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION\_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This fact table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity (for example, booking an airline ticket).

### 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
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME	NUMBER(10)	X	X	X	
SEQUENCE_ID	NUMBER(10)	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	NUMBER(19)		X		
END_TS_MS	NUMBER(19)		X		
SDR_ACTIVITY_KEY	NUMBER(10)		X		-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## SESSION\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE\_ID, the SESSION\_ID forms a value of the composite primary key for this table. You can use the SESSION\_ID to link the SDR\_ACTIVITIES\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

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

## SEQUENCE\_ID

The unique identifier of the activity within the SDR. In combination with SESSION\_ID, the SEQUENCE\_ID forms a value of the composite primary key for this table.

## START\_TS\_MS

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

## END\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the activity ended.

## SDR\_ACTIVITY\_KEY

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

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

## Index I\_SDR\_ACTIVITIES\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_ACTIVITY

## Description

**Introduced:** 8.5.007. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (data type for the NAME column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the activities encountered during the application session. Each row describes one activity (for example, booking an airline ticket).

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
NAME	VARCHAR2(255 CHAR)		X		

## ID

The primary key of this table.

## 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.

## NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the activity as defined in the Designer application.

## Index List

CODE	U	C	Description
I_SDR_ACTIVITY	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_ACTIVITY

Field	Sort	Comment
NAME	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_APPLICATION

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the APPLICATION\_\* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of the Designer application that managed the session. Each row describes one application.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
APPLICATION_VERSION	VARCHAR2(50 CHAR)		X		NO_VALUE

Column	Data Type	P	M	F	DV
APPLICATION_TITLE	VARCHAR2(255 CHAR)		X		NO_VALUE
APPLICATION_ID	VARCHAR2(50 CHAR)		X		NO_VALUE

## ID

The primary key of this table.

## 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.

## APPLICATION\_VERSION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The custom version of the Designer application to be used for reporting purposes. The optional custom version to display in reports is set in the application settings.

## APPLICATION\_TITLE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The custom name (or title) of the Designer application to be used for reporting purposes. The optional custom title to display in reports is set in the application settings.

## APPLICATION\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The unique ID of the Designer application.

## Index List

CODE	U	C	Description
I_SDR_APPLICATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_APPLICATION

Field	Sort	Comment
APPLICATION_VERSION	Ascending	
APPLICATION_TITLE	Ascending	
APPLICATION_ID	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_CALL\_DISPOSITION

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the FINAL\_DISPOSITION column modified in single-language databases and for the DISPOSITION\_TYPE and DISPOSITION\_CATEGORY columns in single- and multi-language databases); 8.5.007 (FINAL\_DISPOSITION column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the disposition, which represents the status of the interaction at the time it exited the call flow. Each row describes one possible disposition, such as whether the interaction was routed to an agent or the caller hung up.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
DISPOSITION_TYPE	VARCHAR2(255 CHAR)		X		NO_VALUE
DISPOSITION_CATEGORY	VARCHAR2(255 CHAR)		X		NO_VALUE
FINAL_DISPOSITION	VARCHAR2(50 CHAR)		X		NO_VALUE

## ID

The primary key of this table.

## 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.

## DISPOSITION\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The disposition, or status, assigned to a call when the caller exited the call flow. Possible values are:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

For more information about the disposition types and what they represent, see the [Designer Summary Dashboard](#).

## DISPOSITION\_CATEGORY

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Custom disposition category that an application may specify, to help categorize user-specific

outcomes of application. The values depend on the application. Below are examples of the values that an application might provide:

- Transfer
- Abandoned
- Self Helped
- Deflection
- Missing

## FINAL\_DISPOSITION

**Introduced:** Release 8.5.007

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

The disposition, or status, assigned to a call at the time it exited the call flow, such as whether it was routed to an agent, terminated due to it being a special day or outside of regular business hours, or the caller hung up. One of the following values:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

## Index List

CODE	U	C	Description
I_SDR_CALL_DISPOSITION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_CALL\_DISPOSITION

Field	Sort	Comment
DISPOSITION_TYPE	Ascending	

Field	Sort	Comment
DISPOSITION_CATEGORY	Ascending	
FINAL_DISPOSITION	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_CALL\_TYPE

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the CALL\_TYPE and MEDIA\_TYPE columns modified in single-language databases); 8.5.008 (MEDIA\_TYPE column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the call type.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CALL_TYPE	VARCHAR2(255 CHAR)		X		NO_VALUE
MEDIA_TYPE	VARCHAR2(50)		X		voice



Column	Data Type	P	M	F	DV
	CHAR)				

## ID

The primary key of this table.

## 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.

## CALL\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The type of the call, as specified by the application that processed the call.

## MEDIA\_TYPE

**Introduced:** Release 8.5.008

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The media type of the interaction. One of the following values:

- voice
- chat
- msgbased

## Index List

CODE	U	C	Description
I_SDR_CALL_TYPE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_CALL\_TYPE

Field	Sort	Comment
CALL_TYPE	Ascending	
MEDIA_TYPE	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_CUST\_ATTRIBUTES\_FACT

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the attribute values that applications attach to SDR for reporting purposes. A new row is added for each attribute that is attached (for example, DNIS of the destination phone number). A row is updated when a new value is reported for an existing attribute.

### Important

The SDR attributes are different from UserEvent (attached) data.

Note that the word "attribute" is misspelled in the database table name.

### 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	NUMBER(19)		X	X	
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
ATTRIBUTE_VALUE	VARCHAR2(1024 CHAR)		X		
SDR_CUST_ATTRIBUTES_KEY	NUMBER(10)	X	X		-2
UPDATE_AUDIT_KEY	NUMBER(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 of the session assigned by Orchestration Server. This is the primary key of this table. You can use the SESSION\_ID to link the SDR\_CUST\_ATTRIBUTES\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

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

## ATTRIBUTE\_VALUE

The value(s) of the attribute, as provided by the application.

## SDR\_CUST\_ATTRIBUTES\_KEY

The surrogate key that is used to join the SDR\_CUST\_ATTRIBUTES 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_CUST_ATTRIBUTES_FACT_SDT			Improves access time, based on the Start Date Time key.

## Index I\_SDR\_CUST\_ATTRIBUTES\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_CUST\_ATTRIBUTES

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for ATTRIBUTE\_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the attributes that applications attach to SDR for reporting purposes.

Note that the word "attribute" is misspelled in the database table name.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
ATTRIBUTE_NAME	VARCHAR2(50)		X		

Column	Data Type	P	M	F	DV
	CHAR)				

## ID

The primary key of this table.

## 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.

## ATTRIBUTE\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the attribute attached by the application.

## Index List

CODE	U	C	Description
I_SDR_CUST_ATTRIBUTES	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_CUST\_ATTRIBUTES

Field	Sort	Comment
ATTRIBUTE_NAME	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_ENTRY\_POINT

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for DNIS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on how the interaction entered the contact center. Each row describes one DNIS.

### 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
ID	NUMBER(10)	X	X		
DNIS	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	



## ID

The primary key of this table.

## DNIS

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The destination phone number dialed by the customer.

## 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.

## Index List

CODE	U	C	Description
I_SDR_ENTRY_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_ENTRY\_POINT

Field	Sort	Comment
DNIS	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXIT\_POINT

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for APPLICATION\_EXIT\_POINT modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the point at which the self-service phase completed and the VoiceXML application exited.

### 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
ID	NUMBER(10)	X	X		
APPLICATION_EXIT_POINT	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## APPLICATION\_EXIT\_POINT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The point reached in the Designer application when the self-service phase completed and the application exited.

## 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.

## Index List

CODE	U	C	Description
I_SDR_EXIT_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_EXIT\_POINT

Field	Sort	Comment
APPLICATION_EXIT_POINT	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXT\_HTTP\_REST

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for URL modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the URLs used by the application for calls to external RESTful services. Each row describes one URL.

### 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
ID	NUMBER(10)	X	X		
URL	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

ID

The primary key of this table.

URL

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases); 8.5.008.29 (behavior changed)  
The URL invoked for the external HTTP request. In releases earlier than 8.5.008.29, Genesys Info Mart stores the full URL actually invoked for the request (UNIQ--nowiki-00000007-QINU). Starting with release 8.5.008.29, the high-cardinality portions of the URL that follow the first forward slash—specifically, the path, query, and fragment—are not stored, so that URL values fit within the limits of low-cardinality dimension tables.

For example, in release 8.5.008.29 and later, the following request:

UNIQ--nowiki-00000008-QINU

is stored as:

UNIQ--nowiki-00000009-QINU

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.

Index List

CODE	U	C	Description
I_SDR_EXT_HTTP_REST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I\_SDR\_EXT\_HTTP\_REST

Field	Sort	Comment
URL	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXT\_REQUEST

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REQUEST\_NAME, REQUEST\_TYPE, METHOD)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of requests the application made for external services.

### 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
ID	NUMBER(10)	X	X		
REQUEST_NAME	VARCHAR2(255 CHAR)		X		NO_VALUE
REQUEST_TYPE	VARCHAR2(50 CHAR)		X		NO_VALUE

Column	Data Type	P	M	F	DV
METHOD	VARCHAR2(10 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## REQUEST\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the external service requested by the application.

## REQUEST\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The type of HTTP request. Possible values are:

- httpfetch
- customservice

## METHOD

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The HTTP method used for the external service request or response. Possible values are:

- get
- post
- put
- delete

## 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.



## Index List

CODE	U	C	Description
I_SDR_EXT_REQUEST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_EXT\_REQUEST

Field	Sort	Comment
REQUEST_NAME	Ascending	
REQUEST_TYPE	Ascending	
METHOD	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXT\_REQUEST\_FACT

## Description

**Introduced:** 8.5.004.09. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

Each row in this table describes a particular invocation of an external service, starting when the request was made and ending with the outcome of the service.

### 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	NUMBER(19)		X	X	
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
SEQUENCE_ID	NUMBER(10)	X	X		
START_TS_MS	NUMBER(19)		X		

Column	Data Type	P	M	F	DV
DURATION_MS	NUMBER(19)		X		0
SDR_EXT_REQUEST_NUM	NUMBER(10)		X	X	-2
SDR_EXT_HTTP_REQUEST_NUM	NUMBER(10)		X	X	-2
SDR_EXT_REQUEST_NUMBER_KEY	NUMBER(10)		X	X	-2
SDR_EXT_SERVICE_NUMBER_KEY	NUMBER(10)		X	X	-2
SDR_APPLICATION_NUM	NUMBER(10)		X	X	-2
UPDATE_AUDIT_KEY	NUMBER(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 ORS session ID. You can use the SESSION\_ID to link the SDR\_EXT\_REQUEST\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

## SEQUENCE\_ID

The unique identifier of the external request block within the SDR. In combination with SESSION\_ID, the SEQUENCE\_ID forms a value of the composite primary key for this table.

## START\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the request for an external service was submitted.

## DURATION\_MS

The duration, in milliseconds, of the external service.

## SDR\_EXT\_REQUEST\_KEY

The surrogate key that is used to join this table to the SDR\_EXT\_REQUEST dimension, to identify the external request.

## SDR\_EXT\_HTTP\_REST\_KEY

The surrogate key that is used to join this table to the SDR\_EXT\_HTTP\_REST dimension, to identify the external request.

## SDR\_EXT\_REQUEST\_OUTCOME\_KEY

The surrogate key that is used to join this table to the SDR\_EXT\_REQUEST\_OUTCOME dimension, to identify the outcome of the external request.

## SDR\_EXT\_SERVICE\_OUTCOME\_KEY

The surrogate key that is used to join this table to the SDR\_EXT\_SERVICE\_OUTCOME dimension, to identify the outcome of the external service.

## SDR\_APPLICATION\_KEY

The surrogate key that is used to join this table to the SDR\_APPLICATION dimension, to identify the Designer application that managed the session.

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

## Index I\_SDR\_EXT\_REQUEST\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXT\_REQUEST\_OUTCOME

## Description

**Introduced:** 8.5.004.09. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for SUCCESS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of requests the application made for external services.

### 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
ID	NUMBER(10)	X	X		
RESPONSE_CODE	NUMBER(10)		X		-1
SUCCESS	VARCHAR2(10 CHAR)		X		False
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

**ID**

The primary key of this table.

**RESPONSE\_CODE**

The HTTP response status code.

**SUCCESS**

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
Indicates whether the request completed successfully: True or False.

**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.

## Index List

CODE	U	C	Description
I_SDR_EXT_REQUEST_OUTCOME			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_EXT\_REQUEST\_OUTCOME

Field	Sort	Comment
RESPONSE_CODE	Ascending	
SUCCESS	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_EXT\_SERVICE\_OUTCOME

## Description

**Introduced:** 8.5.004. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for SERVICE\_NAME and SERVICE\_RESPONSE\_DESC modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of a custom service or an HTTP REST request, if one has been requested for the call.

### 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
ID	NUMBER(10)	X	X		
SERVICE_NAME	VARCHAR2(255 CHAR)		X		NO_VALUE
SERVICE_RESPONSE_NUMBER	NUMBER(10)		X		-1
SERVICE_RESPONSE_DESC	VARCHAR2(512)		X		NO_VALUE



Column	Data Type	P	M	F	DV
	CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## SERVICE\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The name of the custom service.

## SERVICE\_RESPONSE\_CODE

The service-specific code as returned from the custom service.

## SERVICE\_RESPONSE\_DESC

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The service-specific description as returned from the custom service.

## 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.

## Index List

CODE	U	C	Description
I_SDR_EXT_SERVICE_OUTCOME			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_EXT\_SERVICE\_OUTCOME

Field	Sort	Comment
SERVICE_NAME	Ascending	
SERVICE_RESPONSE_CODE	Ascending	
SERVICE_RESPONSE_DESC	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_GEO\_LOCATION

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for COUNTRY\_CODE modified in single-language databases and for COUNTRY\_NAME, REGION, and TIMEZONE modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the geographical location of the caller.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
COUNTRY_CODE	VARCHAR2(50 CHAR)		X		NO_VALUE
COUNTRY_NAME	VARCHAR2(255 CHAR)		X		NO_VALUE
REGION	VARCHAR2(255 CHAR)		X		NO_VALUE
TIMEZONE	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### COUNTRY\_CODE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The code for the country in which the caller is located.

### COUNTRY\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)  
The name of the country in which the caller is located.

### REGION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)  
The region in which the caller is located.

### TIMEZONE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)  
The time zone in which the caller is located.

## 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.

## Index List

CODE	U	C	Description
I_SDR_GEO_LOCATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_GEO\_LOCATION

Field	Sort	Comment
COUNTRY_CODE	Ascending	
COUNTRY_NAME	Ascending	
REGION	Ascending	
TIMEZONE	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_INPUT

## Description

**Introduced:** 8.5.004.09. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for INPUT\_NAME and INPUT\_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the input block that provided menu-driven or user input to the application.

### 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
ID	NUMBER(10)	X	X		
INPUT_NAME	VARCHAR2(255 CHAR)		X		NO_VALUE
INPUT_TYPE	VARCHAR2(50 CHAR)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## INPUT\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the input block in the application.

## INPUT\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The type of input block. Possible values are:

- menu
- userinput

## 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.

## Index List

CODE	U	C	Description
I_SDR_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_INPUT

Field	Sort	Comment
INPUT_NAME	Ascending	
INPUT_TYPE	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_INPUT\_OUTCOME

## Description

**Introduced:** 8.5.004.09. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SELECTED\_OPTION, STRIKEOUT, SUCCESS)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of the caller's voice or DTMF input, such as whether a particular menu selection succeeded and the number of input attempts for a particular menu selection that were not received or matched.

### 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
ID	NUMBER(10)	X	X		
SELECTED_OPTION	VARCHAR2(255 CHAR)		X		NO_VALUE
NO_INPUT_COUNT	NUMBER(10)		X		0

Column	Data Type	P	M	F	DV
NO_MATCH_COUNT	NUMBER(10)		X		0
STRIKEOUT	VARCHAR2(10 CHAR)		X		False
SUCCESS	VARCHAR2(10 CHAR)		X		True
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## SELECTED\_OPTION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

The name of the menu option block that the caller selected in the menu during self-service — for example, *Billing*.

## NO\_INPUT\_COUNT

The total count of instances when the caller's input was not heard or received.

## NO\_MATCH\_COUNT

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

## STRIKEOUT

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Indicates whether the maximum number of retries was hit: True or False.

## SUCCESS

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Indicates whether a match occurred between the caller's input and a menu option: True or False.

## 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.

## Index List

CODE	U	C	Description
I_SDR_INPUT_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_INPUT\_OUTCOME

Field	Sort	Comment
SELECTED_OPTION	Ascending	
NO_INPUT_COUNT	Ascending	
NO_MATCH_COUNT	Ascending	
STRIKEOUT	Ascending	
SUCCESS	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_LANGUAGE

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for LANGUAGE\_CODE and LANGUAGE\_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the language in which the call was conducted. Each row describes one language.

### 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
ID	NUMBER(10)	X	X		
LANGUAGE_CODE	VARCHAR2(50 CHAR)		X		NO_VALUE
LANGUAGE_NAME	VARCHAR2(255 CHAR)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## LANGUAGE\_CODE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The language code that identifies the language, as defined in the application.

## LANGUAGE\_NAME

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the language identified by the LANGUAGE\_CODE, as defined in the application.

## 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.

## Index List

CODE	U	C	Description
I_SDR_LANGUAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_LANGUAGE

Field	Sort	Comment
LANGUAGE_CODE	Ascending	
LANGUAGE_NAME	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_MESSAGE

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for MESSAGE\_FILE modified in single-language databases)  
  
In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the prompt messages that were used during self-service. Each row in the table describes one message file.

### 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
ID	NUMBER(10)	X	X		
MESSAGE_FILE	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## MESSAGE\_FILE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The name of the file that was used to play a prompt message, as specified by the application.

## 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.

## Index List

CODE	U	C	Description
I_SDR_MESSAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_MESSAGE

Field	Sort	Comment
MESSAGE_FILE	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_MILESTONE

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for MILESTONE and MILESTONE\_PATH modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on milestones that the user reached during the call. Each row describes a combination of milestones that are defined in the Application.

### 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
ID	NUMBER(10)	X	X		
MILESTONE	VARCHAR2(255 CHAR)		X		NO_VALUE
MILESTONE_PATH	VARCHAR2(512)		X		NO_VALUE

Column	Data Type	P	M	F	DV
	CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## MILESTONE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Indicates the milestone that the caller passed, including the last milestone. Possible values are:

- STRIKEOUT
- BAILOUT
- DEFLECTION
- FINAL
- SELFHELPED

## MILESTONE\_PATH

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Indicates the paths taken by callers as they move through the application flows.

## 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.

## Index List

CODE	U	C	Description
I_SDR_MILESTONE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_MILESTONE

Field	Sort	Comment
MILESTONE	Ascending	
MILESTONE_PATH	Ascending	

## Subject Areas

No subject area information available.

# 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	NUMBER(19)		X	X	
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
INTERACTION_ID	VARCHAR2(50 CHAR)		X	X	
CONNECTION_ID	VARCHAR2(255)		X		NO_VALUE

Column	Data Type	P	M	F	DV
	CHAR)				
ANI	VARCHAR2(50 CHAR)		X		NO_VALUE
AS_DURATION_MS	NUMBER(19)		X		0
SS_DURATION_MS	NUMBER(19)		X		0
START_TS_MS	NUMBER(19)		X		
END_TS_MS	NUMBER(19)		X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
INPUT_COUNT	NUMBER(10)		X		0
MENU_COUNT	NUMBER(10)		X		0
DTMF_PATH	VARCHAR2(255 CHAR)		X		NO_VALUE
SDR_ENTRY_POINT_KEY	NUMBER(10)		X	X	-2
SDR_EXIT_POINT_KEY	NUMBER(10)		X	X	-2
SDR_APPLICATION_KEY	NUMBER(10)		X	X	-2
SDR_GEO_LOCATION_KEY	NUMBER(10)		X	X	-2
SDR_LANGUAGE_KEY	NUMBER(10)		X	X	-2
STRIKEOUT_SDR_MILE_KEY	NUMBER(10)		X	X	-2
BAILOUT_SDR_MILE_KEY	NUMBER(10)		X	X	-2
DEFLECTION_SDR_MILE_KEY	NUMBER(10)		X	X	-2
FINAL_SDR_MILE_KEY	NUMBER(10)		X	X	-2
SELF_HELPED_SDR_MILE_KEY	NUMBER(10)		X	X	-2
DEFLECTION_SDR_MILE_KEY	NUMBER(10)		X	X	-2
SDR_CALL_DISPOSITION_KEY	NUMBER(10)		X	X	-2
SDR_CALL_TYPE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_SCORE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_I1_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_I2_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_S1_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_S2_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_QUEUE_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_STATUS_KEY	NUMBER(10)		X	X	-2
UPDATE_AUDIT_KEY	NUMBER(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.

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### 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.

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### 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.

# Table SDR\_SURVEY\_ANSWERS

## Description

**Introduced:** 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for SURVEY\_ANSWER\_STR modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on answers to survey questions.

### 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
ID	NUMBER(10)	X	X		
SURVEY_ANSWER_NUM	NUMBER(10)		X		-1
SURVEY_ANSWER_STR	VARCHAR2(255-CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## SURVEY\_ANSWER\_INT

The integer response.

## SURVEY\_ANSWER\_STR

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The verbal (string) response.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_ANSWERS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_SURVEY\_ANSWERS

Field	Sort	Comment
SURVEY_ANSWER_INT	Ascending	
SURVEY_ANSWER_STR	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_FACT

## Description

**Introduced:** 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (data type for SESSION\_ID and INTERACTION\_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes a post-call survey event, including the question asked and the response received. The facts are based on data passed from Designer applications. Rows are inserted after the survey is completed and are not updated. If the customer rejects the survey offer, no row is created. The INTERACTION\_ID links the SDR\_SURVEY\_FACT record with the related INTERACTION\_FACT record.

### 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
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_ZONE	NUMBER(10)	X	X	X	

Column	Data Type	P	M	F	DV
SEQUENCE_ID	NUMBER(10)	X	X		
START_TS_MS	NUMBER(19)		X		
INTERACTION_ID	VARCHAR2(50 CHAR)		X	X	
SDR_SURVEY_QUESTION_KEY	NUMBER(10)		X	X	-2
SDR_SURVEY_ANSWER_KEY	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## SESSION\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE\_ID and the START\_DATE\_TIME\_KEY, the SESSION\_ID forms the value of the composite primary key for this table. You can use the SESSION\_ID to link the SDR\_SURVEY\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension. In combination with SESSION\_ID and SEQUENCE\_ID, the START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table.

## SEQUENCE\_ID

The unique identifier of the activity within the SDR. In combination with SESSION\_ID and the START\_DATE\_TIME\_KEY, the SEQUENCE\_ID forms the value of the composite primary key for this table.

## START\_TS\_MS

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

## INTERACTION\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

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

```
SDR_SURVEY_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID
```

## SDR\_SURVEY\_QUESTIONS\_KEY

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

## SDR\_SURVEY\_ANSWERS\_KEY

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

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

## Index I\_SDR\_SURVEY\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_SURVEY\_I1

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ1-IQ5. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
IQ1	NUMBER(10)		X		-1
IQ2	NUMBER(10)		X		-1
IQ3	NUMBER(10)		X		-1

---

Column	Data Type	P	M	F	DV
IQ4	NUMBER(10)		X		-1
IQ5	NUMBER(10)		X		-1

## ID

The primary key of this table.

## 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.

## IQ1

**Based on KVP:** survey\_iQ1

The answer from the caller to Integer-response question 1.

## IQ2

**Based on KVP:** survey\_iQ2

The answer from the caller to Integer-response question 2.

## IQ3

**Based on KVP:** survey\_iQ3

The answer from the caller to Integer-response question 3.

## IQ4

**Based on KVP:** survey\_iQ4

The answer from the caller to Integer-response question 4.

## IQ5

**Based on KVP:** survey\_iQ5

---

The answer from the caller to Integer-response question 5.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_I1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_I2

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ6-IQ10. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
IQ6	NUMBER(10)		X		-1
IQ7	NUMBER(10)		X		-1
IQ8	NUMBER(10)		X		-1

---

Column	Data Type	P	M	F	DV
IQ9	NUMBER(10)		X		-1
IQ10	NUMBER(10)		X		-1

## ID

The primary key of this table.

## 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.

## IQ6

The answer from the caller to Integer-response question 6

## IQ7

The answer from the caller to Integer-response question 7.

## IQ8

The answer from the caller to Integer-response question 8.

## IQ9

**Based on KVP:** survey\_i09

The answer from the caller to Integer-response question 9.

## IQ10

**Based on KVP:** survey\_i10

The answer from the caller to Integer-response question 10.

---

## Index List

CODE	U	C	Description
I_SDR_SURVEY_I2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_QUESTIONS

## Description

**Introduced:** 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for QUESTION modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions.

### 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
ID	NUMBER(10)	X	X		
QUESTION	VARCHAR2(255 CHAR)		X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## QUESTION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The survey question that was asked. Data received with an empty question is treated as invalid and discarded.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONSX			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_SURVEY\_QUESTIONS

Field	Sort	Comment
QUESTION	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_SURVEY\_QUESTIONS\_I1

## Description

**Introduced:** 8.5.007. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the IQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ1-IQ5. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
IQ1	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ2	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ3	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ4	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ5	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### IQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ1

Integer-response question 1.

### IQ2

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ2

Integer-response question 2.

### IQ3

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ3

Integer-response question 3.

## IQ4

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ4

Integer-response question 4.

## IQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ5

Integer-response question 5.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I1			Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_QUESTIONS\_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_QUESTIONS\_I2

## Description

**Introduced:** 8.5.007. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the IQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ6-IQ10. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
IQ6	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ7	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ8	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ9	VARCHAR2(255 CHAR)		X		NO_VALUE
IQ10	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### IQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ6

Integer-response question 6.

### IQ7

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ7

Integer-response question 7.

### IQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_iQ8

Integer-response question 8.

## IQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Integer-response question 9.

## IQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Integer-response question 10.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I2			Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_QUESTIONS\_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_SURVEY\_QUESTIONS\_S1

## Description

**Introduced:** 8.5.007. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ1-SQ5. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
SQ1	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ2	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ3	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ4	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ5	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### SQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq1

String-response question 1.

### SQ2

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq2

String-response question 2.

### SQ3

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq3

String-response question 3.

## SQ4

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ4

String-response question 4.

## SQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ5

String-response question 5.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S1			Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_QUESTIONS\_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_QUESTIONS\_S2

## Description

**Introduced:** 8.5.007. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ6-SQ10. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
SQ6	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ7	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ8	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ9	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ10	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### SQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq6

String-response question 6.

### SQ7

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq7

String-response question 7.

### SQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq8

String-response question 8.

## SQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ9

String-response question 9.

## SQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

String-response question 10.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S2			Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_QUESTIONS\_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_SURVEY\_S1

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ1-SQ5. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
SQ1	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ2	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ3	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ4	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ5	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### SQ1

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq1

The answer from the caller to string-response question 1.

### SQ2

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq2

The answer from the caller to string-response question 2.

### SQ3

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq3

The answer from the caller to string-response question 3.

## SQ4

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ4

The answer from the caller to string-response question 4.

## SQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ5

The answer from the caller to string-response question 5.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_S1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_S2

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ6-SQ10. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
SQ6	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ7	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ8	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ9	VARCHAR2(255 CHAR)		X		NO_VALUE
SQ10	VARCHAR2(255 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table.

### SQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq6

The answer from the caller to string-response question 6.

### SQ7

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq7

The answer from the caller to string-response question 7.

### SQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sq8

The answer from the caller to string-response question 8.

## SQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ9

The answer from the caller to string-response question 9.

## SQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

The answer from the caller to string-response question 10.

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_S2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

## Subject Areas

No subject area information available.



# Table SDR\_SURVEY\_STATUS

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: COMPLETE, RECORDING, OFFER); 8.5.008 (RECORDING column deprecated); 8.5.007 (OFFER column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on survey status--that is, whether a survey was offered, accepted, rejected, recorded, or completed.

### 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
ID	NUMBER(10)	X	X		
COMPLETE	VARCHAR2(10 CHAR)		X		NO_VALUE
RECORDING	VARCHAR2(10		X		NO_VALUE

Column	Data Type	P	M	F	DV
*Discontinued in release 8.5.008	CHAR)				
OFFER	VARCHAR2(20 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## COMPLETE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_sComplete

Indicates whether a survey was completed. (TRUE = completed)

## RECORDING

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Discontinued:** Release 8.5.008

**Based on KVP:** survey\_sRecording

Deprecated.

## OFFER

**Introduced:** Release 8.5.007

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Indicates whether a survey was offered, and whether the offer was accepted or rejected. Possible values are:

- *none* – survey was not offered
- *accepted* – survey was accepted
- *rejected* – survey was rejected

## 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.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_STATUS	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_STATUS

Field	Sort	Comment
COMPLETE	Ascending	
RECORDING	Ascending	
OFFER	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_SCORES

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the scores that survey respondents provided, indicating the respondent's satisfaction with the agent, call, product, and company, as well as a recommendation score, which is used to calculate Net Promoter Score (NPS).

### 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
ID	NUMBER(10)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
IAGENTSORE	NUMBER(10)		X		-1
ICOMPANYSORE	NUMBER(10)		X		-1

---

Column	Data Type	P	M	F	DV
ICALLSCORE	NUMBER(10)		X		-1
IPRODUCTSCORE	NUMBER(10)		X		-1
IRECOMMEDSCORE	NUMBER(10)		X		-1

## ID

The primary key of this table.

## 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.

## IAGENTSCORE

**Based on KVP:** survey\_iAgentScore

The user satisfaction score for the agent.

## ICOMPANYSCORE

**Based on KVP:** survey\_iCompanyScore

The user satisfaction score for the company.

## ICALLSCORE

**Based on KVP:** survey\_iCallScore

The overall user satisfaction score for the call.

## IPRODUCTSCORE

**Based on KVP:** survey\_iProductScore

The overall user satisfaction score for the product.

## IRECOMMEDSCORE

**Based on KVP:** survey\_iRecommendScore

The user's rating score (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS). Note that the word "recommend" is misspelled in the column name.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_SCORES	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_SCORES

Field	Sort	Comment
IAGENTSCORE	Ascending	
ICOMPANYScore	Ascending	
ICALLSCORE	Ascending	
IPRODUCTSCORE	Ascending	
IRECOMMEDSCORE	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_SURVEY\_TRANSCRIPT\_FACT

## Description

**Introduced:** 8.5.005.20. Supported in certain Genesys Engage cloud deployments only.  
**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION\_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This table captures transcriptions of voice messages left by survey respondents.

### 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
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
TRANSCRIPTION_TRANSACTION_NUMBER	NUMBER(19)		X		
TRANSCRIPTION	VARCHAR2(4000 CHAR)				

---

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## SESSION\_ID

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

The ID as assigned to the session by Orchestration Server. You can use the SESSION\_ID to link the SDR\_SURVEY\_TRANSCRIPT\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

## TRANSCRIPTION\_TS\_MS

The time stamp when the transcription was produced.

## TRANSCRIPTION

The transcription of a voice message left by a survey respondent.

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

## Index I\_SDR\_SRV\_TRANSCRIPT\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_USER\_INPUT

## Description

**Introduced:** 8.5.004.09

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for USER\_INPUT\_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the type of user input the Application received — voice or DTMF.

### 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
ID	NUMBER(10)	X	X		
USER_INPUT_TYPE	VARCHAR2(50 CHAR)		X		NO_VALUE
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

## ID

The primary key of this table.

## USER\_INPUT\_TYPE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)  
The manner in which the user provided input. Possible values are:

- voice
- DTMF

## 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.

## Index List

CODE	U	C	Description
I_SDR_USER_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_SDR\_USER\_INPUT

Field	Sort	Comment
USER_INPUT_TYPE	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_USER\_INPUTS\_FACT

## Description

**Introduced:** 8.5.004.09

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added); 8.5.010 (in Microsoft SQL Server, data type for UTTERANCE and INTERPRETATION modified in multi-language databases); 8.5.008 (data type for UTTERANCE and INTERPRETATION increased from 50 to 512 characters)

In partitioned databases, this table is partitioned.

This fact table provides a record of user input activity within an SDR session. A new row is added for every user input during the 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
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
SEQUENCE_ID	NUMBER(10)	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	NUMBER(19)				
DURATION_MS	NUMBER(19)		X		0
UTTERANCE	VARCHAR2(512 CHAR)		X		NO_VALUE
INTERPRETATION	VARCHAR2(512 CHAR)		X		NO_VALUE
CONFIDENCE	VARCHAR2(50 CHAR)		X		1
CONDITIONAL_OPTIONS	VARCHAR2(50 CHAR)		X		n/a
SDR_INPUT_KEY	NUMBER(10)		X	X	-2
SDR_USER_INPUT_KEY	NUMBER(10)		X	X	-2
SDR_INPUT_OUTCOME_KEY	NUMBER(10)		X	X	-2
SDR_APPLICATION_KEY	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

## SESSION\_ID

The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE\_ID, the SESSION\_ID forms a value of the composite primary key for this table. You can use the SESSION\_ID to link the SDR\_USER\_INPUTS\_FACT record with an SDR\_SESSION\_FACT.

## 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.

## SEQUENCE\_ID

The unique identifier of the input block within the SDR. In combination with SESSION\_ID, the SEQUENCE\_ID forms a value of the composite primary key for this table.

## START\_TS\_MS

**Modified:** 8.5.008 (no longer mandatory)

The UTC-equivalent value, in milliseconds, of the date and time at which the user input started.

## DURATION\_MS

The duration, in milliseconds, of the activity within the user input block.

## UTTERANCE

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases);  
8.5.008 (data type increased from 50 to 512 characters)  
The actual user input that was captured.

- For voice input processed by Automatic Speech Recognition (ASR), the actual phrase the caller uttered — for example, *Billing*.
- For DTMF input, the digit the caller pressed — for example, 2.

## INTERPRETATION

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases);  
8.5.008 (data type increased from 50 to 512 characters)  
The application-defined string or DTMF value of the selected option represented by UTTERANCE.

## CONFIDENCE

On a scale of 0 to 1, the degree of confidence in the accuracy of the interpretation of the user input.

## CONDITIONAL\_OPTIONS

A string representing the valid DTMF when conditional options are enabled. The default value (n) indicates that conditional options are not enabled. This value can vary from call to call for the same application.

## SDR\_INPUT\_KEY

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

## SDR\_USER\_INPUT\_KEY

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

## SDR\_INPUT\_OUTCOME\_KEY

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

---

## SDR\_APPLICATION\_KEY

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

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

## Index I\_SDR\_USER\_INPUTS\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SDR\_USER\_MILESTONE\_FACT

## Description

**Introduced:** 8.5.001. Supported in Genesys Engage cloud deployments only.

**Modified:** 8.5.010.16 (UPDATE\_AUDIT\_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the milestones that the user encountered while the call was being processed by the Application. A new row is added for each milestone.

### 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	NUMBER(19)		X	X	
SESSION_ID	VARCHAR2(50 CHAR)	X	X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
SEQUENCE_ID	NUMBER(10)	X	X		
START_TS_MS	NUMBER(19)		X		



---

Column	Data Type	P	M	F	DV
SDR_MILESTONE_KEY	NUMBER(10)		X	X	-2
UPDATE_AUDIT_KEY	NUMBER(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. In combination with SEQUENCE\_ID, the SESSION\_ID forms a value of the composite primary key for this table. You can use the SESSION\_ID to link the SDR\_USER\_MILESTONE\_FACT record with an SDR\_SESSION\_FACT.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the milestone was reached. 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.

## SEQUENCE\_ID

The unique identifier of the milestone within the SDR. In combination with SESSION\_ID, the SEQUENCE\_ID forms a value of the composite primary key for this table.

## START\_TS\_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the milestone was reached.

## SDR\_MILESTONE\_KEY

The surrogate key that is used to join the SDR\_MILESTONE 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_USER_MILESTONE_FACT_SDT			Improves access time, based on the Start Date Time key.

## Index I\_SDR\_USER\_MILESTONE\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# Table SM\_MEDIA\_NEUTRAL\_STATE\_FACT

## Description

**Introduced:** 8.5.002

**Modified:** 8.5.013.06 (END\_DATE\_TIME\_KEY and RESOURCE\_GROUP\_COMBINATION\_KEY added);  
8.5.003 (CREATE\_AUDIT\_KEY column added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource across all media. Using media-specific SM\_RES\_STATE\_FACT data as the source, the media-neutral state is the highest-priority state in effect for any of the agent's media for which Genesys Info Mart has been configured to populate summarized states (in other words, the applicable **populate-sm-\*-resource-activity** options are set to true). The priority is determined by the **sm-resource-state-priority** option.

A new row is inserted whenever there is the possibility that a new media-neutral summarized state was entered, such as when a summarized state begins in any media session for the resource, or when a summarized session for the resource ends. In these situations, the previous media-neutral state is ended, the winning state is re-evaluated, and the new highest-priority state (which may be the same as the previous one) is recorded. Therefore, there might be multiple sequential rows with the same state for the agent. A media-neutral state is also ended if it is still active at the end of an ETL cycle, and the winning state is re-evaluated at the beginning of the next ETL cycle. The rows are not updated.

The SM\_MEDIA\_NEUTRAL\_STATE\_FACT table does not record subsecond states, so there will never be more than one media-neutral state for an agent in the same second.

The SM\_MEDIA\_NEUTRAL\_STATE\_FACT table is populated up to the point where summarized state data is available for activity from both voice and multimedia data sources. Because evaluation of the highest media-neutral state can occur only after the media-specific summarized states have been transformed, population of the SM\_MEDIA\_NEUTRAL\_STATE\_FACT table is commonly one ETL cycle behind the SM\_RES\_STATE\_FACT table.

If the extraction high-water marks (HWMs) of the voice and multimedia data domains differ, Genesys Info Mart will wait for summarized state data from the lagging data domain. The waiting period depends on the configured **extract-data-stuck-threshold** option value. Once the waiting period is over, Genesys Info Mart begins to populate the table based on available media-specific data.

The STUCK\_FLAG indicates whether the highest-priority media-neutral state was determined based on data from only one of the data domains (voice or multimedia) — for example, because one of the data domains was lagging significantly behind the other, or because there is only one data domain in

the deployment.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. The start time is also stored as a DATE\_TIME dimension reference.

### 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
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
END_DATE_TIME_KEY	NUMBER(10)			X	
RESOURCE_KEY	NUMBER(10)	X	X	X	
RESOURCE_STATE_KEY	NUMBER(10)	X	X	X	
RESOURCE_GROUP_NUMBER	NUMBER(10)			X	
TENANT_KEY	NUMBER(10)		X	X	
START_TS	NUMBER(10)	X	X		
END_TS	NUMBER(10)				
STUCK_FLAG	NUMBER(1)				0
CREATE_AUDIT_KEY	NUMBER(19)		X	X	-1

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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

**Introduced:** Release 8.5.013.06

Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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 END\_TS timestamp to an appropriate time zone.

## RESOURCE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_ dimension, to identify a specific agent that is associated with the agent state.

## RESOURCE\_STATE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_STATE dimension, to identify the specific resource state of this record.

## RESOURCE\_GROUP\_COMBINATION\_KEY

**Introduced:** Release 8.5.013.06

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension, to identify the groups in which the agent was a member at the start of the media-specific state from which the media-neutral state was summarized.

## TENANT\_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs..

## START\_TS

The UTC-equivalent value of the date and time at which the resource state began. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the START\_TS value in the underlying GIDB table(s) or the SM\_RES\_STATE\_FACT table.

## END\_TS

The UTC-equivalent value of the date and time at which the resource state ended. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the END\_TS value in the underlying GIDB table(s) or the SM\_RES\_STATE\_FACT table.

## STUCK\_FLAG

Indicates whether the determination of the highest-priority state was made without input from one of the data domains: 0 = No, 1 = Yes.

## CREATE\_AUDIT\_KEY

**Introduced:** Release 8.5.003

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.

## Index List

No indexes are defined.

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.

# Table SM\_RES\_SESSION\_FACT

## Description

In partitioned databases, this table is partitioned.

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs and Places that are associated with an agent, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs, Places and/or queues to which the agent resource logs in. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs out of all voice DNs and queues. For multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE\_TIME dimension references.

Both active and completed sessions are populated.

### Tip

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## Column List

### Legend

Column	Data Type	P	M	F	DV
SM_RES_SESSION_NUMBER	NUMBER(19)	X	X		
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_NUMBER	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
TOTAL_DURATION	NUMBER(10)				
LEAD_CLIP_DURATION	NUMBER(10)				
TRAIL_CLIP_DURATION	NUMBER(10)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

### SM\_RES\_SESSION\_FACT\_KEY

This key determines the login session sequence in the scenario when more than one session occurs within a period of one second for the same agent on the same media.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the summarized resource session 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 summarized resource session 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 END\_TS timestamp to an appropriate time zone.



### TENANT\_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

### MEDIA\_TYPE\_KEY

The surrogate key that is used to join this table to the MEDIA\_TYPE dimension, to identify a specific media type.

### RESOURCE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_ dimension, to identify a specific agent that is associated with the login session.

### RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups in which the agent was a member when the summarized session began.

### 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 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.

### START\_TS

The UTC-equivalent value of the date and time at which the summarized resource session began.

### END\_TS

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END\_TS value in

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the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

### TOTAL\_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs. If the session is not complete, the duration is calculated from the beginning time of the session until the last extraction.

### LEAD\_CLIP\_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource session, which is measured from the start of the resource session to the end of the first interval.

### TRAIL\_CLIP\_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource session, which is measured from the start of the last interval to the end of the resource session.

### ACTIVE\_FLAG

Indicates whether the resource session is active (not finished): 0 = No, 1 = Yes.

### PURGE\_FLAG

This field is reserved.

## Index List

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

## Index I\_SM\_RS\_SSSN\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Summary\_Resource\_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.

# Table SM\_RES\_STATE\_FACT

## Description

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state.

A summary state represents the contiguous duration that an agent resource is logged in with a particular state for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged in, based on the configured state priority list. For multimedia, there are no DNs, so that the summarized state represents the state of the agent, relative to the media type. Both active and completed resource states are written to this table.

Do Not Disturb is optionally factored into summary states, based on the configuration of the underlying Switch object.

The start and end dates and times for both voice and multimedia agent states are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE\_TIME dimension references.

### Tip

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**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
SM_RES_STATE_FACT_KEY	NUMBER(19)	X	X		
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
TENANT_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_RESOURCE_KEY	NUMBER(10)		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_STATE_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
SM_RES_SESSION_KEY	NUMBER(19)			X	
SM_RES_SESSION_NUMBER	NUMBER(19)			X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
START_MSEC	NUMBER(19)				
END_MSEC	NUMBER(19)				
TOTAL_DURATION	NUMBER(10)				
LEAD_CLIP_DURATION	NUMBER(10)				
TRAIL_CLIP_DURATION	NUMBER(10)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

### SM\_RES\_STATE\_FACT\_KEY

The primary key of this table. This value is generated by the database. This key determines the state sequence in the scenario when more than one state occur within a period of one second for the same agent on the same media.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the resource state 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 resource state 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 END\_TS timestamp to an appropriate time zone.

## TENANT\_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join records in this table to a specific media type in the MEDIA\_TYPE dimension.

## RESOURCE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_ dimension, to identify a specific agent that is associated with the agent state.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups in which the agent was a member when the resource state began. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records associated with a discarded group combination.

## PRIMARY\_MEDIA\_RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension to the fact tables, to identify the agent's DN that first transitioned into this summary state. For multimedia, this field references the default "No Resource" (-2) dimension value. For deployments in which agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state. It is primarily intended for data-lineage purposes.

## RESOURCE\_STATE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_STATE dimension, to identify the specific resource state of this record.

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## 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 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.

## SM\_RES\_SESSION\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the SM\_RES\_SESSION\_FACT table. On a partitioned database, SM\_RES\_SESSION\_FACT\_SDT\_KEY in combination with SM\_RES\_SESSION\_FACT\_KEY forms a value of the composite primary key for the SM\_RES\_SESSION\_FACT table.

## SM\_RES\_SESSION\_FACT\_KEY

The value of the primary key of the SM\_RES\_SESSION\_FACT table. This surrogate key is used to join records in this table to the SM\_RES\_SESSION\_FACT table, to associate the summarized state of the resource with the summarized login session.

## START\_TS

The UTC-equivalent value of the date and time at which the resource state began.

## END\_TS

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END\_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

## START\_MSEC

The value of the START\_TS field provided with millisecond precision.

## END\_MSEC

The value of the END\_TS field provided with millisecond precision.

## TOTAL\_DURATION

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

## LEAD\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

## TRAIL\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

## ACTIVE\_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes. For completed states, this value is 0.

## PURGE\_FLAG

This field is reserved.

## Index List

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



## Index I\_RSSF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_RSSF\_RMESSSR

Field	Sort	Comment
RESOURCE_KEY	Ascending	
MEDIA_TYPE_KEY	Ascending	
END_MSEC	Ascending	
START_MSEC	Ascending	
START_DATE_TIME_KEY	Ascending	
SM_RES_STATE_FACT_KEY	Ascending	
RESOURCE_STATE_KEY	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Summary\_Resource\_State** — Represents agent resource states, summarized to the media type.

# Table SM\_RES\_STATE\_REASON\_FACT

## Description

In partitioned databases, this table is partitioned.

Each row describes a summarized agent resource state reason and work mode reason, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is logged in with a particular state reason, for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. Both active and completed state reasons are taken into consideration. Do Not Disturb is optionally factored into summary state reasons, based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a resource state, the winning summary state reason is the reason that is associated with the state that has the highest priority.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE\_TIME dimension references.

### Tip

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## Column List

### Legend

Column	Data Type	P	M	F	DV
SM_RES_STATE_REASON_KEY	NUMBER(19)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
START_DATE_TIME_KEY	NUMBER(10)		X	X	
END_DATE_TIME_KEY	NUMBER(10)		X	X	
RESOURCE_STATE_KEY	NUMBER(10)		X	X	
RESOURCE_STATE_REASON_KEY	NUMBER(10)		X	X	
MEDIA_TYPE_KEY	NUMBER(10)		X	X	
RESOURCE_KEY	NUMBER(10)		X	X	
RESOURCE_GROUP_SESSION_KEY	NUMBER(10)		X	X	
SM_RES_SESSION_KEY	NUMBER(19)			X	
SM_RES_SESSION_REASON_KEY	NUMBER(19)			X	
SM_RES_STATE_FAST_KEY	NUMBER(10)			X	
SM_RES_STATE_FAST_REASON_KEY	NUMBER(19)		X	X	
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
TOTAL_DURATION	NUMBER(10)				
LEAD_CLIP_DURATION	NUMBER(10)				
TRAIL_CLIP_DURATION	NUMBER(10)				
ACTIVE_FLAG	NUMBER(1)				
PURGE_FLAG	NUMBER(1)				

### SM\_RES\_STATE\_REASON\_FACT\_KEY

The primary key of this table. This value is generated by the database. This key determines the state reason sequence in the scenario when more than one reason occur within a period of one second for the same agent on the same media.

### TENANT\_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

### 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 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.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the resource state reason 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 resource state reason 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 END\_TS timestamp to an appropriate time zone.

### RESOURCE\_STATE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_STATE dimension, to identify the specific state that is associated with this reason.

### RESOURCE\_STATE\_REASON\_KEY

The surrogate key that is used to join this table to the RESOURCE\_STATE\_REASON dimension, to identify the hardware or software reason and work mode that are associated with this summarized state reason.

### MEDIA\_TYPE\_KEY

The surrogate key that is used to join this table to the MEDIA\_TYPE dimension, to identify the media type of this state reason.

## RESOURCE\_KEY

The surrogate key that is used to join this table to the RESOURCE\_ dimension, to identify the agent that is associated with this state reason.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups to which the agent was a member when the resource state reason began.

## SM\_RES\_SESSION\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the SM\_RES\_SESSION\_FACT table. On a partitioned database, SM\_RES\_SESSION\_FACT\_SDT\_KEY in combination with SM\_RES\_SESSION\_FACT\_KEY forms a value of the composite primary key for the SM\_RES\_SESSION\_FACT table.

## SM\_RES\_SESSION\_FACT\_KEY

The value of the primary key of the SM\_RES\_SESSION\_FACT table. This surrogate key is used to join records in this table to the SM\_RES\_SESSION\_FACT table, to associate the summarized state reason of the resource with the summarized login session.

## SM\_RES\_STATE\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the SM\_RES\_STATE\_FACT table. On a partitioned database, SM\_RES\_STATE\_FACT\_SDT\_KEY in combination with SM\_RES\_STATE\_FACT\_KEY forms a value of the composite primary key for the SM\_RES\_STATE\_FACT table.

## SM\_RES\_STATE\_FACT\_KEY

The value of the primary key of the SM\_RES\_STATE\_FACT table. This surrogate key is used to join records in this table to the SM\_RES\_STATE\_FACT dimension table, to associate the summarized state reason of the resource with the summarized state.

## START\_TS

The UTC-equivalent value of the date and time at which the resource state reason began.

## END\_TS

The meaning depends on the value of ACTIVE\_FLAG. For an inactive row, this field represents the

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UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END\_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL\_DURATION

The total duration, in seconds, that the resource has been in the state for the prescribed reason, irrespective of the interval(s) in which the state-reason combination may endure.

LEAD\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason to the end of the first interval.

TRAIL\_CLIP\_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource reason state.

ACTIVE\_FLAG

Indicates whether the resource state reason is currently active: 0 = No, 1 = Yes. For completed state reasons, this value is 0.

PURGE\_FLAG

This field is reserved.

Index List

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

## Index I\_RSRF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Summary\_Resource\_State\_Reason** — Represents agent resource state reasons, summarized to the media type.

# Table STRATEGY

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the associated routing strategy. Each row describes one routing strategy that has operated on an interaction. A new row is issued for each distinct strategy, strategy result, and reason encountered as attached data in the interaction source data.

### 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
STRATEGY_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	



Column	Data Type	P	M	F	DV
STRATEGY_TYPE	VARCHAR2(255 CHAR)				
STRATEGY_TYPE_CODE	VARCHAR2(32 CHAR)				
STRATEGY_NAME	VARCHAR2(255 CHAR)				
PURGE_FLAG	NUMBER(1)				

## STRATEGY\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

## 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 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.

## STRATEGY\_TYPE

The strategy type. This field is set to one of the following values:

- Unspecified
- RoutingStrategy

This value can change with localization.

## STRATEGY\_TYPE\_CODE

The strategy type code. This field is set to one of the following values:

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

## STRATEGY\_NAME

The name of the strategy.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table TECHNICAL\_DESCRIPTOR

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction-based facts to be described by the role of the associated resource and the technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes.

For detailed information about the available technical descriptor combinations, see [Technical Descriptors](#) in the *Genesys Info Mart User's Guide*.

### 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
TECHNICAL_DESCRIPTOR_ID	NUMBER(10)	X	X		
TECHNICAL_RESULT	VARCHAR2(255)				

Column	Data Type	P	M	F	DV
	CHAR)				
TECHNICAL_RESULT_CODE	VARCHAR2(32 CHAR)				
RESULT_REASON	VARCHAR2(255 CHAR)				
RESULT_REASON_CODE	VARCHAR2(32 CHAR)				
RESOURCE_ROLE	VARCHAR2(255 CHAR)				
RESOURCE_ROLE_CODE	VARCHAR2(32 CHAR)				
ROLE_REASON	VARCHAR2(255 CHAR)				
ROLE_REASON_CODE	VARCHAR2(32 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## TECHNICAL\_DESCRIPTOR\_KEY

The surrogate key that is used to join this dimension table to the fact tables.

## TECHNICAL\_RESULT

The technical result of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- Abandoned
- AbnormalStop
- Cleared
- Completed
- Conferenced
- CustomerAbandoned
- Deferred
- DestinationBusy
- Diverted
- Incomplete
- None
- OutboundStopped
- Pulled
- Redirected
- Routed
- Transferred
- Unspecified

This value can change with localization.

## TECHNICAL\_RESULT\_CODE

The technical result code of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- 
- |                     |                   |               |
|---------------------|-------------------|---------------|
| • ABANDONED         | • DEFERRED        | • PULLED      |
| • ABNORMALSTOP      | • DESTINATIONBUSY | • REDIRECTED  |
| • CLEARED           | • DIVERTED        | • ROUTED      |
| • COMPLETED         | • INCOMPLETE      | • TRANSFERRED |
| • CONFERENCED       | • NONE            | • UNSPECIFIED |
| • CUSTOMERABANDONED | • OUTBOUNDSTOPPED |               |

This value does not change with localization.

## RESULT\_REASON

The reason for the technical result. This field is set to one of the following values:

- |                            |  |                       |
|----------------------------|--|-----------------------|
| • AbandonedFromHold        | • Canceled   | • Revoked             |
| • AbandonedWhileQueued     | • DefaultRoutedByStrategy  | • RoutedFromAnotherVQ |
| • AbandonedWhileRinging    | • DefaultRoutedBySwitch  | • RoutedToOther       |
| • AbnormalStopWhileQueued  | • IntroducedTransfer   | • RouteOnNoAnswer     |
| • AbnormalStopWhileRinging | • PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4) | • Stopped             |
| • AnsweredByAgent          |  | • StuckCall           |
| • AnsweredByOther          | • Redirected   | • TargetsCleared      |
| • Archived                 | • Rejected   | • Unspecified         |
| • CallbackAccepted         |  |                       |

This value can change with localization.

## RESULT\_REASON\_CODE

The reason code for the technical result. This field is set to one of the following values:

- |                            |  |                       |
|----------------------------|--|-----------------------|
| • ABANDONEDFROMHOLD        | • CALLBACKACCEPTED   | • REDIRECTED          |
| • ABANDONEDWHILEQUEUED     | • CANCELED   | • REJECTED            |
| • ABANDONEDWHILERINGING    | • DEFAULTROUTEDBYSTRATEGY  | • REVOKED             |
| • ABNORMALSTOPWHILEQUEUED  | • DEFAULTROUTEDBYSWITCH  | • ROUTEDFROMANOTHERVQ |
| • ABNORMALSTOPWHILERINGING | • INTRODUCEDTRANSFER   | • ROUTEDTOOTHER       |
| • ANSWEREDBYAGENT          | • PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4) | • ROUTEONNOANSWER     |
| • ANSWEREDBYOTHER          |  | • STOPPED             |
| • ARCHIVED                 |  | • STUCKCALL           |
-

- TARGETSCLEARED
- UNSPECIFIED

This value does not change with localization.

## RESOURCE\_ROLE

The role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DivertedTo
- InConference
- Initiated
- InitiatedConsult
- Puller
- Received
- ReceivedConsult
- ReceivedRequest
- ReceivedTransfer
- RedirectedTo
- RoutedTo
- Unknown

This value can change with localization.

## RESOURCE\_ROLE\_CODE

The code of the role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DIVERTEDTO
  - INCONFERENCE
  - INITIATED
  - INITIATEDCONSULT
  - PULLER
  - RECEIVED
  - RECEIVEDCONSULT
  - RECEIVEDREQUEST
  - RECEIVEDTRANSFER
-

- REDIRECTEDTO
- ROUTEDTO
- UNKNOWN

This value does not change with localization.

## ROLE\_REASON

The reason for the resource role. This field is set to one of the following values:

- Unspecified
- ConferenceInitiator
- ConferenceJoined
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)

This value can change with localization.

## ROLE\_REASON\_CODE

The code of the reason for the resource role. This field is set to one of the following values:

- UNSPECIFIED
- CONFERENCE\_INITIATOR
- CONFERENCE\_JOINED
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)

This value does not change with localization.

## 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 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.

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## Index List

No indexes are defined.

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.



# Table TIME\_ZONE

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of a time zone. Each row describes one time zone, as configured in Configuration Database. Configuration Database includes one instance of a time zone, regardless of whether Daylight Saving Time (DST) is in effect. For this reason, the offset for a given time zone may be different at different points in time.

This table is necessary to describe a contact's time zone in outbound campaigns, because time zones of campaign contacts may differ from the time zones of contact centers.

### 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
TIME_ZONE_KEY	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	

Column	Data Type	P	M	F	DV
TIME_ZONE_NAME	VARCHAR2(255 CHAR)				
TIME_ZONE_NAME2	VARCHAR2(255 CHAR)				
DESCRIPTION	VARCHAR2(255 CHAR)				
TIME_ZONE_CFG_ID	NUMBER(10)				
GMT_OFFSET	NUMBER(10)				
IS_DST_OBSERVED	NUMBER(1)				
DST_START_MONTH	NUMBER(10)				
DST_STOP_MONTH	NUMBER(10)				
DST_START_WEEK	NUMBER(10)				
DST_STOP_WEEK	NUMBER(10)				
DST_START_DAY	NUMBER(10)				
DST_STOP_DAY	NUMBER(10)				
DST_START_TIME	NUMBER(10)				
DST_STOP_TIME	NUMBER(10)				
DST_START_YEAR	NUMBER(10)				
DST_STOP_YEAR	NUMBER(10)				
START_TS	NUMBER(10)				
END_TS	NUMBER(10)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	
PURGE_FLAG	NUMBER(1)				

## TIME\_ZONE\_KEY

The primary key of this table. This value is generated by Genesys Info Mart.

## TENANT\_KEY

The surrogate key that is used to join to the TENANT dimension.

## TIME\_ZONE\_NAME

The name of the time zone, as defined in Configuration Database.

## TIME\_ZONE\_NAME2

An alternative name for the time zone.

## DESCRIPTION

The description of the time zone. This field can be updated by users.

## TIME\_ZONE\_CFG\_DBID

The database identifier (DBID) that is assigned by Configuration Server to the time zone configuration object in this contact center configuration environment.

## GMT\_OFFSET

The time zone offset from UTC, in seconds, when Daylight Saving Time is not in effect.

## IS\_DST\_OBSERVED

A flag that indicates whether DST is used.

## DST\_START\_MONTH

A number that specifies the month at which DST starts:

- 1 = January
- ...
- 12 = December

When DST is not observed, this value is set to 0.

## DST\_STOP\_MONTH

A number that specifies the month at which DST ends:

- 1 = January
- ...
- 12 = December

When DST is not observed, this value is set to 0.

## DST\_START\_WEEK

In conjunction with DST\_START\_MONTH and DST\_START\_DAY, specifies when DST starts. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST\_START\_MONTH is 4, DST\_START\_WEEK is 1, and DST\_START\_DAY is 1, DST starts on the first Sunday in April.
- If DST\_START\_MONTH is 3, DST\_START\_WEEK is 7, and DST\_START\_DAY is 1, DST starts on the last Sunday in March.

## DST\_STOP\_WEEK

In conjunction with DST\_STOP\_MONTH and DST\_STOP\_DAY, specifies when DST ends. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST\_STOP\_MONTH is 11, DST\_STOP\_WEEK is 2, and DST\_STOP\_DAY is 1, DST ends on the second Sunday in November.
- If DST\_STOP\_MONTH is 10, DST\_STOP\_WEEK is 7, and DST\_STOP\_DAY is 1, DST ends on the last Sunday in October.

## DST\_START\_DAY

Specifies the weekday on which DST starts, if the week is specified (DST\_START\_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.
- 1 — Sunday.

...

- 7 — Saturday.
- 63 — The last day of the month.

## DST\_STOP\_DAY

Specifies the weekday on which DST ends, if the week is specified (DST\_START\_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.
- 1 — Sunday.
- ...
- 7 — Saturday.
- 63 — The last day of the month.

## DST\_START\_TIME

Specifies the DST start time, in seconds, which is counted from the start of the day on which daylight saving starts.

## DST\_STOP\_TIME

Specifies the DST end time, in seconds, which is counted from the start of the day on which daylight saving ends.

## DST\_START\_YEAR

Specifies DST start year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicates that DST is not observed or that the year is not specified.

## DST\_STOP\_YEAR

Specifies DST stop year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicated that DST is not observed or that the year is not specified.

## START\_TS

The UTC-equivalent value of the date and time at which the time zone was added to the contact

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center configuration.

## END\_TS

The UTC-equivalent value of the date and time at which the time zone was removed from the contact center configuration.

## 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 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.

## PURGE\_FLAG

This field is reserved.

## Index List

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

# Table USER\_DATA\_CUST\_DIM\_1

## Description

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for DIM\_ATTRIBUTE\_1 through DIM\_ATTRIBUTE\_5 modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

USER\_DATA\_CUST\_DIM\_1 is included in the schema document for sample purposes only. Tables such as USER\_DATA\_CUST\_DIM\_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined, low-cardinality dimensions, based on data that come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The suffix, which is a configurable part of the table name, can range from 1 to 800 in your deployment. The table stores up to five attributes that are based on KVPs that are associated with interactions and are populated according to configurable propagation rules. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued every time that a new combination of the attributes is encountered in interaction data. A join between this table and IRF is performed through the IRF\_USER\_DATA\_KEYS extension table.

Note: Genesys recommends restricting the maximum length of the fields related to user data KVP in dimensional tables to comply with RDBMS limitations. Refer to [RDBMS Considerations](#) in the *Genesys Info Mart Deployment Guide* for more information.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\_\*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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
ID	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5	VARCHAR2(255 CHAR)		X		none
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

### ID

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION\_RESOURCE\_FACT record. This value can be used to restrict data access.

### DIM\_ATTRIBUTE\_1 Through DIM\_ATTRIBUTE\_5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction. Attribute values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.



This field supports character values only.

## 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.

## Index List

CODE	U	C	Description
I_USER_DATA_CUST_DIM_1 X			Ensures that the combinations of values that are stored in the dimension table are unique.

## Index I\_USER\_DATA\_CUST\_DIM\_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

## Subject Areas

- **Interaction\_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

# Table WORKBIN

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the type and owner of the workbin instance that was associated with a particular mediation segment. (Refer to [Workbin Instance](#) in the *Genesys Info Mart Deployment Guide* for the definition of *workbin instance*.)

A new row is created the first time that any interaction that is owned by a particular resource is placed into a particular Workbin object that has been defined in the Configuration Layer—in other words, the first time that a particular workbin instance is created.

### 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
<a href="#">WORKBIN_KEY</a>	NUMBER(10)	X	X		
<a href="#">WORKBIN_TYPE</a>	NUMBER(1)		X		

Column	Data Type	P	M	F	DV
WORKBIN_TYPE_CODE	VARCHAR2(32 CHAR)		X		
WORKBIN_RESOURCE_KEY	NUMBER(10)		X	X	
OWNER_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

## WORKBIN\_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the MSF table.

## WORKBIN\_TYPE

The type of workbin. This field is set to one of the following values:

- 1 (Agent)
- 2 (Place)
- 3 (AgentGroup)
- 4 (PlaceGroup)

## WORKBIN\_TYPE\_CODE

The code of the workbin type. This field is set to one of the following values:

- AGENT
- PLACE
- AGENTGROUP
- PLACEGROUP

## WORKBIN\_RESOURCE\_KEY

The surrogate key that is used to reference a workbin record in the RESOURCE\_ table, to identify the specific Interaction Workbin of which this workbin is an instance.

## OWNER\_KEY

The surrogate key that is used to reference one of the following, to identify the owner of the workbin instance:

- If the type of workbin is Agent, an agent record in the RESOURCE\_ table
- If the type of workbin is Place, a place record in the PLACE\_ view
- If the type of workbin is AgentGroup or PlaceGroup, a group record in the GROUP\_ view

## CREATE\_AUDIT\_KEY

The surrogate key used to join to the CTL\_AUDIT\_LOG dimension. 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 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

No indexes are defined.

## Subject Areas

- **Mediation\_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

# 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](#).

# View CALLING\_LIST

## Description

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list.

## Column List

Column	Description
CALLING_LIST_KEY	The primary key of this view and the surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_NAME	The name of the calling list.
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.
DESCRIPTION	The description of the calling list.
CALLING_LIST_CFG_DBID	The calling list object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the calling list was removed from contact center configuration.

# View CALLING\_LIST\_TO\_CAMP\_FACT

## Description

Each row describes the association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between a calling list and a campaign.

## Column List

Column	Description
CALLING_LIST_TO_CAMP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_KEY	The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was added to the campaign. 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 calling list was removed from the campaign. 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 END_TS timestamp to an appropriate time zone.
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

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Column	Description
	need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the calling list was associated with the campaign. For an active row, this value represents the duration, in seconds, that the calling list was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the calling list and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

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# View CAMPAIGN

## Description

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign.

## Column List

Column	Description
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CAMPAIGN_NAME	The name of the campaign object in Configuration Server.
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.
DESCRIPTION	The description of the campaign.
CAMPAIGN_CFG_DBID	The campaign object identifier in contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the campaign object was removed from contact center configuration.

## Description

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign.

## Column List

Column	Description
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CAMPAIGN_NAME	The name of the campaign object in Configuration Server.
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.
DESCRIPTION	The description of the campaign.
CAMPAIGN_CFG_DBID	The campaign object identifier in contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the campaign object was removed from contact center configuration.

# 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: <ul style="list-style-type: none"><li>• Unknown</li><li>• Agent</li><li>• Place</li><li>• Queue</li><li>• RoutingPoint</li></ul>

Column	Description
	<ul style="list-style-type: none"><li>• Network Port</li><li>• Service Number</li><li>• Single Port</li></ul> <p>This value can change with localization.</p>
GROUP_TYPE_CODE	<p>The group type code. This field is set to one of the following values:</p> <ul style="list-style-type: none"><li>• UNKNOWN</li><li>• AGENT</li><li>• PLACE</li><li>• QUEUE</li><li>• ROUTINGPOINT</li><li>• NETWORKPORT</li><li>• SERVICENUMBER</li><li>• SINGLEPORT</li></ul> <p>This value does not change with localization.</p>
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.

# View GROUP\_TO\_CAMPAIGN\_FACT

## Description

Each row describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between an agent or place group and a campaign.

## Column List

Column	Description
GROUP_TO_CAMPAIGN_FACT_KEY	The primary key of this view.
GROUP_KEY	The surrogate key that is used to join the GROUP dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the agent group or place group was added to the campaign in the contact center configuration. 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 agent group or place group was removed from the campaign in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
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

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Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the agent group or place group was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the agent group or place group was associated with the campaign. For an active row, this value represents the duration, in seconds, that the agent group or place group was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the agent group or place group and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

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# View PLACE

## Description

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in the contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and re-creating it under the same name causes a new row to be issued.

## Column List

Column	Description
PLACE_KEY	The primary key of this view and the surrogate key that is used to join the PLACE dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join to the TENANT dimension.
PLACE_NAME	The place name.
PLACE_CFG_DBID	The place object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the place object was added to IDB, which may differ from when the place was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the place object was removed from contact center configuration.
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.

# View PLACE\_GROUP\_FACT

## Description

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the Configuration Database.

## Column List

Column	Description
PLACE_GROUP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
PLACE_KEY	The surrogate key that is used to join the PLACE dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the place was added to the place group in the contact center configuration. 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 place was removed from the place group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
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



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Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the place was added to the place group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the place was a member of the place group. For an active row, this value represents the duration, in seconds, that the place has been a member of the place group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the place is currently a member of the place group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

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# View RESOURCE\_GROUP\_FACT

## Description

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database.

## Column List

Column	Description
RESOURCE_GROUP_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was added to the resource group in the contact center configuration. 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 resource was removed from the resource group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
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

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Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the resource was added to the resource group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the resource was a member of the resource group. For an active row, this value represents the duration, in seconds, that the resource has been a member of the resource group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource is currently a member of the resource group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

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# View RESOURCE\_SKILL\_FACT

## Description

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot that represents the duration of the configured skill and proficiency, which are identified by a unique ID in the configuration database.

## Column List

Column	Description
RESOURCE_SKILL_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was added to the resource in the contact center configuration. 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 skill at the specified level was removed from the resource in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
SKILL_KEY	The surrogate key that is used to join the SKILL dimension to the fact tables.
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

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Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the skill, at the specified level, was added to the resource in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the total duration, in seconds, that the resource had the skill at the specified level. For an active row, this field represents the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource currently has the skill at the specified level: 0 = No, 1 = Yes.
SKILL_LEVEL	The skill level or proficiency.
PURGE_FLAG	This field is reserved.

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# View SKILL

## Description

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and re-creating it under the same name causes a new row to be issued.

## Column List

Column	Description
SKILL_KEY	The primary key of this view and the surrogate key that is used to join the SKILL dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
SKILL_NAME	The skill 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.
SKILL_CFG_DBID	The skill object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the skill was removed from contact center configuration.

# View TENANT

## Description

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 a single-tenant deployment, the Resources tenant is considered a tenant. In a multi-tenant deployment, the Environment tenant and the configured tenants are considered tenants.

Each row describes one tenant. A new row is issued for each configured tenant, identified by its ID in the contact center configuration. Changing a tenant's name causes an update to the existing row. Deleting a tenant and re-creating it under the same name causes a new row to be issued.

## Column List

Column	Description
TENANT_KEY	The primary key of this view and the surrogate key that is used to join the TENANT dimension to the fact tables.
TENANT_NAME	The tenant name.
TENANT_CFG_DBID	The tenant object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the tenant was removed from contact center configuration.
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.

## Reference List

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
ANCHOR_FLAGS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ANCHOR_FLAGS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_NAME_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
BGS_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
BGS_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
CALLBACK_DIAL_RESULTS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_3	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CALLBACK_FACT	CALLBACK_DIAL_RESULTS_KEY	CALLBACK_DIAL_RESULTS	ID
CALLBACK_FACT	CALLBACK_DIM_4_KEY	CALLBACK_DIM_4	ID
CALLBACK_FACT	DS_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLBACK_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLBACK_FACT	CALLBACK_DIM_1_KEY	CALLBACK_DIM_1	ID
CALLBACK_FACT	CALLBACK_DIM_2_KEY	CALLBACK_DIM_2	ID
CALLBACK_FACT	CALLBACK_DIM_3_KEY	CALLBACK_DIM_3	ID
CALLING_LIST_METRIC_FACT	TENANT_KEY	TENANT	TENANT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column



ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
CALLING_LIST_METRIC_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_METRIC_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CALL_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALL_RESULT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_SESSION_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_STATE_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_STATE_KEY	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CDR_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
CHAT_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_SESSION_FACT	CHAT_SESSION_DIM_KEY	CHAT_SESSION_DIM	ID
CHAT_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_THREAD_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_THREAD_FACT	MEDIA_ORIGIN_KEY	MEDIA_ORIGIN	ID
COBROWSE_END_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	COBROWSE_END_REASON_KEY	COBROWSE_END_REASON	ID
COBROWSE_FACT	COBROWSE_MODE_KEY	COBROWSE_MODE	ID
COBROWSE_FACT	COBROWSE_PAGE_KEY	COBROWSE_PAGE	ID
COBROWSE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
COBROWSE_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_PAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_USER_AGENT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	TENANT_KEY	TENANT	TENANT_KEY
CONTACT_ATTEMPT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DIALING_MODE_KEY	DIALING_MODE	DIALING_MODE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION_	RESOURCE_GROUP_COMBINATION_KEY
CONTACT_ATTEMPT_FACT	PLACE_KEY	PLACE	PLACE_KEY
CONTACT_ATTEMPT_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CONTACT_ATTEMPT_FACT	GROUP_KEY	GROUP_	ID
CONTACT_ATTEMPT_FACT	CPD_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
CONTACT_ATTEMPT_FACT	CALL_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	RECORD_TYPE_KEY	RECORD_TYPE	RECORD_TYPE_KEY
CONTACT_ATTEMPT_FACT	RECORD_STATUS_KEY	RECORD_STATUS	RECORD_STATUS_KEY
CONTACT_ATTEMPT_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CONTACT_ATTEMPT_FACT	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY
CONTACT_ATTEMPT_FACT	TIME_ZONE_KEY	TIME_ZONE	TIME_ZONE_KEY
CONTACT_ATTEMPT_FACT	ATTEMPT_DISPOSITION_KEY	ATTEMPT_DISPOSITION	ATTEMPT_DISPOSITION_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMP_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1_KEY	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_2_KEY	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMP_GROUP_SESSION_START	START_DATE_TIME_KEY
CONTACT_INFO_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_INFO_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_AUDIT_LOG	MIN_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_AUDIT_LOG	MAX_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_EXTRACT_HISTORY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_GDPR_HISTORY	TENANT_KEY	TENANT	TENANT_KEY
CTL_GDPR_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_TRANSFORM_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GPM_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
GPM_FACT	GPM_RESULT_KEY	GPM_RESULT	ID
GPM_FACT	GPM_PREDICTOR_KEY	GPM_PREDICTOR	ID
GPM_FACT	GPM_MODEL_KEY	GPM_MODEL	ID
GPM_FACT	GPM_DIM1_KEY	GPM_DIM1	ID
GPM_MODEL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_PREDICTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
GROUP_ANNEX	GROUP_KEY	GROUP_	ID
GROUP_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
GROUP_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_DESCRIPTOR	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	ANCHOR_SDT_KEY	INTERACTION_RESOURCE_FACT/ MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_RESOURCE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_RESOURCE_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
INTERACTION_RESOURCE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
INTERACTION_RESOURCE_FACT	PLACE_KEY	PLACE	PLACE_KEY
INTERACTION_RESOURCE_FACT	STRATEGY_KEY	STRATEGY	STRATEGY_KEY
INTERACTION_RESOURCE_FACT	ROUTING_TARGET_KEY	ROUTING_TARGET	ROUTING_TARGET_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL_KEY	REQUESTED_SKILL	ID
INTERACTION_RESOURCE_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_RP_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_QUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_VQUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_IVR_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIATION_SEGMENT_ID	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
INTERACTION_RESOURCE_FACT	MEDIATION_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
INTERACTION_RESOURCE_FACT	MEDIATION_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	ANCHOR_FLAGS_KEY	ANCHOR_FLAGS	ANCHOR_FLAGS_KEY
INTERACTION_RESOURCE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_CUST_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_CUST_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_CUST_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_GEN_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_GEN_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_GEN_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_KEYS	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_KEYS	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_KEYS	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	PLACE_KEY	PLACE	PLACE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_STATE_KEY	INTERACTION_RESOURCE_STATE	INTERACTION_RESOURCE_STATE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
IXN_RESOURCE_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
LDR_CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_DEVICE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	LDR_CAMPAIGN_KEY	LDR_CAMPAIGN	ID
LDR_FACT	LDR_GROUP_KEY	LDR_GROUP	ID
LDR_FACT	LDR_LIST_KEY	LDR_LIST	ID
LDR_FACT	LDR_RECORD_KEY	LDR_RECORD	ID
LDR_FACT	LDR_POSTAL_CODE_KEY	LDR_POSTAL_CODE	ID
LDR_FACT	LDR_DEVICE_KEY	LDR_DEVICE	ID
LDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
LDR_GROUP	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_POSTAL_CODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_RECORD	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	TENANT_KEY	TENANT	TENANT_KEY
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
MEDIATION_SEGMENT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
MEDIATION_SEGMENT_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
MEDIATION_SEGMENT_FACT	WORKBIN_KEY	WORKBIN	WORKBIN_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	TXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	TXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIA_ORIGIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_2	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_3	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_3	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_4	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_5	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_5	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_6	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_6	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_1	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_2	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL	SKILL_KEY	SKILL	ID
REQUESTED_SKILL	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
REQUESTED_SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_KEY	REQUESTED_SKILL	ID
REQUESTED_SKILL_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_STATE_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	TENANT_KEY	TENANT	TENANT_KEY
ROUTING_TARGET	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_ACTIVITY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_APPLICATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CALL_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CALL_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column



ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
SDR_ENTRY_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXIT_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_HTTP_REST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_KEY	SDR_EXT_REQUEST	SDR_EXT_REQUEST_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_HTTP_REST_KEY	SDR_EXT_HTTP_REST	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_OUTCOME	SDR_EXT_REQUEST_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_SERVICE_OUTCOME	SDR_EXT_SERVICE_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_EXT_REQUEST_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_SERVICE_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_GEO_LOCATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_LANGUAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MESSAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MILESTONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	SDR_ENTRY_POINT_KEY	SDR_ENTRY_POINT	ID
SDR_SESSION_FACT	SDR_EXIT_POINT_KEY	SDR_EXIT_POINT	ID
SDR_SESSION_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_SESSION_FACT	SDR_GEO_LOCATION_KEY	SDR_GEO_LOCATION	ID
SDR_SESSION_FACT	SDR_LANGUAGE_KEY	SDR_LANGUAGE	ID
SDR_SESSION_FACT	STRIKEOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	BAILOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	DEFLECTION_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	FINAL_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	SELF_HELPED_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
SDR_SESSION_FACT	DEFLECTION_SDR_MESSAGE_KEY	SDR_MESSAGE	ID
SDR_SESSION_FACT	SDR_CALL_DISPOSITION_KEY	SDR_CALL_DISPOSITION	ID
SDR_SESSION_FACT	SDR_CALL_TYPE_KEY	SDR_CALL_TYPE	ID
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	SDR_SURVEY_SCORES	ID
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	SDR_SURVEY_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	SDR_SURVEY_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	SDR_SURVEY_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	SDR_SURVEY_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I1_KEY	SDR_SURVEY_QUESTIONS_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I2_KEY	SDR_SURVEY_QUESTIONS_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S1_KEY	SDR_SURVEY_QUESTIONS_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S2_KEY	SDR_SURVEY_QUESTIONS_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	SDR_SURVEY_STATUS	ID
SDR_SURVEY_ANSWERS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SURVEY_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SURVEY_FACT	SDR_SURVEY_QUESTIONS_KEY	SDR_SURVEY_QUESTIONS	ID
SDR_SURVEY_FACT	SDR_SURVEY_ANSWERS_KEY	SDR_SURVEY_ANSWERS	ID
SDR_SURVEY_I1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_I2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_I1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_I2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_S1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_S2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_SCORES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_CREATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_UPDATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_START	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
SDR_USER_INPUTS_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUTS_FACT	SDR_INPUT_KEY	SDR_INPUT	ID
SDR_USER_INPUTS_FACT	SDR_USER_INPUT_KEY	SDR_USER_INPUT	ID
SDR_USER_INPUTS_FACT	SDR_INPUT_OUTCOME_KEY	SDR_INPUT_OUTCOME	ID
SDR_USER_INPUTS_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_USER_MILESTONE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION_	RESOURCE_GROUP_COMBINATION_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_SESSION_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_SESSION_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION_	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION_	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_STATE_FACT	PRIMARY_MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
SM_RES_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_FACT	SM_RES_SESSION_FACT_SD	SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_REASON_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY
SM_RES_STATE_REASON_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_SD	SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_SD	SM_RES_STATE_FACT	START_DATE_TIME_KEY
STG_IDB_FK_VIOLATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STG_TRANSFORM_DISCARD	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
STG_TRANSFORM_DISCARD	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	TENANT_KEY	TENANT	TENANT_KEY
TECHNICAL_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TECHNICAL_DESCRIPTOR	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	TENANT_KEY	TENANT	TENANT_KEY
TIME_ZONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
USER_DATA_CUST_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_CUST_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	WORKBIN_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
WORKBIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
CALLING_LIST	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST_TO_CAMP_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_TO_CAMP_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_TO_CAMP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN	TENANT_KEY	TENANT	TENANT_KEY
GROUP_	TENANT_KEY	TENANT	TENANT_KEY
GROUP_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	TENANT_KEY
GROUP_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	GROUP_KEY	GROUP_	ID
GROUP_TO_CAMPAIGN_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
GROUP_TO_CAMPAIGN_FACT	TENANT_KEY	TENANT	TENANT_KEY
GROUP_TO_CAMPAIGN_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	TENANT_KEY	TENANT	TENANT_KEY
PLACE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	GROUP_KEY	GROUP_	ID
PLACE_GROUP_FACT	PLACE_KEY	PLACE	PLACE_KEY
PLACE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
PLACE_GROUP_FACT	PLACE_GROUP_FACT_KEY	PLACE_GROUP_FACT_	PLACE_GROUP_FACT_KEY
PLACE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column
RESOURCE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_GROUP_FACT	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_SKILL_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_SKILL_FACT	SKILL_KEY	SKILL	ID
RESOURCE_SKILL_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	TENANT_KEY	TENANT	TENANT_KEY
TENANT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TENANT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ParentView	ParentTable/ParentView Column

# Info Mart Indexes

This page provides a comprehensive list of indexes created in a nonpartitioned database, for those tables described in this document. Certain indexes, such as those required for purging, are not created in the schema during database initialization because they are not applicable to a partitioned database. Thus, the number of indexes would be smaller in a partitioned database, where purging is based on partitions.

**Legend:** U = Unique

Table	Index	U	Description
BGS_BOT_DIM	I_BGS_BOT_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_BOT_NAME_DIM	I_BGS_BOT_NAME_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_DIM	I_BGS_SESSION_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_FACT	I_BGS_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
CALLBACK_DIAL_RESULTS	I_CALLBACK_DIAL_RESULTSX		Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_1	I_CALLBACK_DIM_1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_2	I_CALLBACK_DIM_2	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_3	I_CALLBACK_DIM_3	X	Ensures that the combinations of values that are stored in the dimension table are
Table	Index	U	Description

Table	Index	U	Description
			unique.
CALLBACK_DIM_4	I_CALLBACK_DIM_4	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLING_LIST_METRIC_FACT	CLMF_SDT		Improves access time, based on the Start Date Time key.
CALLING_LIST_METRIC_FACT	CLMF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_SESSION_FACT	CGSF_SID	X	Ensures that the facts that are stored in the table are for unique sessions.
CAMPAIGN_GROUP_SESSION_FACT	CGSF_DT		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_SESSION_FACT	CGSF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_STATE_FACT	CGSTF_STD		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_STATE_FACT	CGSTF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CAMPAIGN_GROUP_STATE_FACT	CGSTF_TNT		Improves access time, based on the Tenant.
CDR_DIM1	I_CDR_DIM1	X	Reserved for future use.
CDR_FACT	I_CDR_FACT_SDT		Reserved for future use.
CHAT_SESSION_DIM	I_CHAT_SESSION_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CHAT_SESSION_FACT	I_CHAT_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
CHAT_THREAD_FACT	I_CHAT_THREAD_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_END_REASON	I_COBROWSE_END_REASON	X	Ensures that the combinations of values that are stored in the dimension table are unique.
Table	Index	U	Description



Table	Index	U	Description
COBROWSE_FACT	I_COBROWSE_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_MODE	I_COBROWSE_MODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_PAGE	I_COBROWSE_PAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_USER_AGENT	I_COBROWSE_USER_AGENT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CONTACT_ATTEMPT_FACT	I_CAF_SDT		Improves access time, based on the Start Date Time key.
CONTACT_ATTEMPT_FACT	I_CAF_TNT		Improves access time, based on the Tenant.
CONTACT_ATTEMPT_FACT	I_CAF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CONTACT_ATTEMPT_FACT	I_CAF_CID		Improves access time, based on the Call ID.
CTL_AUDIT_LOG	IDX_CTL_AL_CTS		Improves purge performance.
CTL_ETL_HISTORY	I_C_ETL_H_CTS		Improves purge performance.
CTL_EXTRACT_HISTORY	I_C_EXTRACT_H_CTS		Improves purge performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_C_ID		Improves search performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_CTS		Improves purge performance.
CTL_PURGE_HISTORY	I_C_PURGE_H_CTS		Improves purge performance.
CTL_TRANSFORM_HISTORY	I_C_TRANSFORM_H_CTS		Improves purge performance.
CTL_UDE_KEYS_TO_DIM_MAPPING	I_UDE_KEYS_TO_D_M_KN	X	A constraint that enforces unique mapping for each user-data dimension table.
Table	Index	U	Description

Table	Index	U	Description
CTL_UD_TO_UDE_MAPPING	I_C_UD_TARGET	X	A constraint that enforces unique mapping for each column in each target user-data table.
CTL_UD_TO_UDE_MAPPING	I_C_UD_TO_UDE_KN		Improves access time, based on the user-data key name for mapping that is currently active.
DATE_TIME	IDX_DT_30		Improves access time, based on a 30-minute key.
DATE_TIME	IDX_DT_NEXT30		Improves access time, based on the next 30-minute key.
DATE_TIME	IDX_DT_NEXT		Improves access time, based on the key of the next record.
DATE_TIME	IDX_DT_30_INT		Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
DATE_TIME	IDX_DT_HOUR_INT		Improves access time, based on the hour key, the next hour key, and the primary key.
DATE_TIME	IDX_DT_DAY_INT		Improves access time, based on the day key, the next day key, and the primary key.
DATE_TIME	IDX_DT_MONTH_INT		Improves access time, based on the month key, the next month key, and the primary key.
DATE_TIME	IDX_DT_CAL_DATE		Improves access time, based on the calendar date.
GPM_DIM1	I_GPM_DIM1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_FACT	I_GPM_FACT_SDT		Improves access time, based on the Start Date Time key.
GPM_MODEL	I_GPM_MODEL	X	Ensures that the
Table	Index	U	Description

Table	Index	U	Description
			combinations of values that are stored in the dimension table are unique.
GPM_PREDICTOR	I_GPM_PREDICTOR	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_RESULT	I_GPM_RESULT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GROUP_ANNEX	I_GROUP_ANNEX_END_TS		Improves access time, based on the End Timestamp.
GROUP_ANNEX	I_GROUP_ANNEX	X	Improves access time, based on dimension values.
INTERACTION_DESCRIPTOR	I_INTERACTION_DESCRIPTOR	X	Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.
INTERACTION_FACT	I_IF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_FACT	I_IF_CID		Improves access time, based on the Call ID.
INTERACTION_RESOURCE_FACT	I_IRF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_RESOURCE_FACT	I_IRF_PT_GUID	X	Reserved.
INTERACTION_RESOURCE_FACT	I_IRF_IID		Improves access time, based on the INTERACTION ID.
IRF_USER_DATA_CUST_1	I_IRF_USER_DATA_CUST_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_GEN_1	I_IRF_USER_DATA_GEN_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_KEYS	I_IRF_USER_DATA_KEYS_SDT		Improves access time, based on the Start Date Time key.
IXN_RESOURCE_STATE_FACT	I_IRSF_SDT		Improves access time,
Table	Index	U	Description

Table	Index	U	Description
			based on the Start Date Time key.
LDR_CAMPAIGN	I_LDR_CAMPAIGN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_DEVICE	I_LDR_DEVICE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_FACT	I_LDR_FACT_SDT		Improves access time, based on the Start Date Time key.
LDR_GROUP	I_LDR_GROUP	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_LIST	I_LDR_LIST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_POSTAL_CODE	I_LDR_POSTAL_CODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_RECORD	I_LDR_RECORD	X	Ensures that the combinations of values that are stored in the dimension table are unique.
MEDIATION_SEGMENT_FACT	I_MS_F_SDT		Improves access time, based on the Start Date Time key.
MEDIATION_SEGMENT_FACT	I_MS_F_IID		Improves access time, based on the INTERACTION ID.
MEDIA_ORIGIN	I_MEDIA_ORIGIN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
MEDIA_TYPE	I_MEDIA_TP_MCD	X	Ensures that the combinations of values that are stored in the
Table	Index	U	Description

Table	Index	U	Description
			dimension table are unique.
POST_CALL_SURVEY_DIM_1	I_POST_CALL_SURVEY_DIM_1	X	Improves access time.
POST_CALL_SURVEY_DIM_2	I_POST_CALL_SURVEY_DIM_2	X	Improves access time.
POST_CALL_SURVEY_DIM_3	I_POST_CALL_SURVEY_DIM_3	X	Improves access time.
POST_CALL_SURVEY_DIM_4	I_POST_CALL_SURVEY_DIM_4	X	Improves access time.
POST_CALL_SURVEY_DIM_5	I_POST_CALL_SURVEY_DIM_5	X	Improves access time.
POST_CALL_SURVEY_DIM_6	I_POST_CALL_SURVEY_DIM_6	X	Improves access time.
RESOURCE_	IDX_RES_CFG_DBID	X	Reserved.
RESOURCE_	IDX_RES_TYPE_CODE		Improves access time, based on the code for the resource type.
RESOURCE_	I_RES_KEY_CFG_DBID	X	Reserved.
RESOURCE_ANNEX	I_RESOURCE_ANNEX	X	Improves access time, based on dimension values.
RESOURCE_ANNEX	I_RESOURCE_ANNEX_END_TS		Improves access time, based on the End Timestamp.
SDR_ACTIVITIES_FACT	I_SDR_ACTIVITIES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ACTIVITY	I_SDR_ACTIVITY	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_APPLICATION	I_SDR_APPLICATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CALL_DISPOSITION	I_SDR_CALL_DISPOSITION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CALL_TYPE	I_SDR_CALL_TYPE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CUST_ATRIBUTES	I_SDR_CUST_ATRIBUTES	X	Ensures that the combinations of values that are stored in the dimension table are
Table	Index	U	Description

Table	Index	U	Description
			unique.
SDR_CUST_ATTRIBUTES_FACT	SDR_CUST_ATTRIBUTES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ENTRY_POINT	I_SDR_ENTRY_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXIT_POINT	I_SDR_EXIT_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_HTTP_REST	I_SDR_EXT_HTTP_REST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_REQUEST	I_SDR_EXT_REQUEST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_REQUEST_FACT	I_SDR_EXT_REQUEST_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_EXT_REQUEST_OUTCOME	I_SDR_EXT_REQUEST_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_SERVICE_OUTCOME	I_SDR_EXT_SERVICE_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_GEO_LOCATION	I_SDR_GEO_LOCATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_INPUT	I_SDR_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_INPUT_OUTCOME	I_SDR_INPUT_OUTCOME	X	Ensures that the combinations of values
Table	Index	U	Description

Table	Index	U	Description
			that are stored in the dimension table are unique.
SDR_LANGUAGE	I_SDR_LANGUAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MESSAGE	I_SDR_MESSAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MILESTONE	I_SDR_MILESTONE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SESSION_FACT	I_SDR_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_ANSWERS	I_SDR_SURVEY_ANSWERS	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_FACT	I_SDR_SURVEY_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_I1	I_SDR_SURVEY_I1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_I2	I_SDR_SURVEY_I2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS	I_SDR_SURVEY_QUESTIONS	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_QUESTIONS_I1	I_SDR_SURVEY_QUESTIONS_I1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_I2	I_SDR_SURVEY_QUESTIONS_I2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
Table	Index	U	Description

Table	Index	U	Description
			value.
SDR_SURVEY_QUESTIONS_S1	SDR_SURVEY_QUESTIONS_S1		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_S2	SDR_SURVEY_QUESTIONS_S2		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S1	I_SDR_SURVEY_S1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S2	I_SDR_SURVEY_S2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_SCORES	I_SDR_SURVEY_SCORES	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_STATUS	I_SDR_SURVEY_STATUS	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_TRANSCRIPT_FACT	SDR_SRV_TRANSCRIPT_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_INPUT	I_SDR_USER_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_USER_INPUTS_FACT	I_SDR_USER_INPUTS_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_MILESTONE_FACT	SDR_USER_MILESTONE_FACT_SDT		Improves access time, based on the Start Date Time key.
SM_RES_SESSION_FACT	I_SM_RS_SSSN_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_RMESSSR		Improves access time.
SM_RES_STATE_REASON_FACT	RSRF_SDT		Improves access time,
Table	Index	U	Description



Table	Index	U	Description
			based on the Start Date Time key.
STG_TRANSFORM_DISCARDS	DIS_TRNFRM_DISCARDS_IXNID		Improves access time, based on the INTERACTION ID.
STG_TRANSFORM_DISCARDS	DIS_TRNFRM_DISCARDS_SDT		Improves access time, based on the ETL_DATE_TIME key.
USER_DATA_CUST_DIM_1	I_USER_DATA_CUST_DIM_1 X		Ensures that the combinations of values that are stored in the dimension table are unique.
Table	Index	U	Description

# Info Mart Partitioning

For general information about partitioning in the Info Mart database, see [Database Partitioning](#) in the *Deployment Guide*.

This page provides a comprehensive list of tables for which partitions are created in a partitioned Info Mart database, grouped as follows:

- [Dimensional Model Fact Tables](#)
- [GIDB Fact Tables](#)
- [Control Tables](#)

The name of the key by which a table is partitioned is included for each table.

## Partitioned Dimensional Model Fact Tables

Dimensional Model fact tables are partitioned by the Start Date Time key. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
BGS_SESSION_FACT	START_DATE_TIME_KEY
CALLBACK_FACT	START_DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY
CDR_FACT	START_DATE_TIME_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY
COBROWSE_FACT	START_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY
GPM_FACT	START_DATE_TIME_KEY
INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY

Table	Partitioned by Key
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY
LDR_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY
SDR_CUST_ATTRIBUTES_FACT	START_DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY
SDR_SESSION_FACT	START_DATE_TIME_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY
SDR_SURVEY_TRANSCRIPT_FACT	START_DATE_TIME_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY

## Partitioned GIDB Fact Tables

Keys used for partitioning of GIDB fact tables vary from table to table. The size of the partitions is determined by the `partitioning-interval-size-gidb` configuration option, which you can override for Multimedia- and Outbound Contact-related data by specifying different values for the `partitioning-interval-size-gidb-mm` and `partitioning-interval-size-gidb-ocs` configuration options, respectively. In the following table:

- No asterisk means that partition size is always controlled by the **partitioning-interval-size-gidb** option (default is 24 hours).
- A single asterisk (\*) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-mm** option.
- A double asterisk (\*\*) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-ocs** option.

Table	Partitioned by Key
GIDB_G_AGENT_STATE_HISTORY_MM*	ADDED_TS
GIDB_G_AGENT_STATE_HISTORY_V	ADDED_TS
GIDB_G_AGENT_STATE_RC_MM*	CREATED_TS
GIDB_G_AGENT_STATE_RC_V	CREATED_TS

Table	Partitioned by Key
GIDB_G_CALL_HISTORY_MM*	ADDED_TS
GIDB_G_CALL_HISTORY_V	ADDED_TS
GIDB_G_CALL_MM*	ADDED_TS
GIDB_G_CALL_STAT_V	GSYS_EXT_INT2
GIDB_G_CALL_V	CREATED_TS
GIDB_G_CUSTOM_DATA_S_MM*	ADDED_TS
GIDB_G_CUSTOM_DATA_S_V	ADDED_TS
GIDB_G_DND_HISTORY_MM*	ADDED_TS
GIDB_G_DND_HISTORY_V	ADDED_TS
GIDB_G_IR_HISTORY_MM*	ADDED_TS
GIDB_G_IR_HISTORY_V	ADDED_TS
GIDB_G_IR_MM*	ADDED_TS
GIDB_G_IR_V	CREATED_TS
GIDB_G_IS_LINK_HISTORY_V	ADDED_TS
GIDB_G_IS_LINK_V	INITIATED_TS
GIDB_G_LOGIN_SESSION_MM*	CREATED_TS
GIDB_G_LOGIN_SESSION_V	CREATED_TS
GIDB_G_PARTY_HISTORY_MM*	ADDED_TS
GIDB_G_PARTY_HISTORY_V	ADDED_TS
GIDB_G_PARTY_MM*	CREATED_TS
GIDB_G_PARTY_V	CREATED_TS
GIDB_G_ROUTE_RESULT_MM*	TERMINATED_TS
GIDB_G_ROUTE_RESULT_V	CREATED_TS
GIDB_G_ROUTE_RES_VQ_HIST_MM	ADDED_TS
GIDB_G_ROUTE_RES_VQ_HIST_V	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_MM*	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_V	ADDED_TS
GIDB_G_USERDATA_HISTORY_MM*	ADDED_TS
GIDB_G_USERDATA_HISTORY_V	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_MM*	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_V	CREATED_TS
GIDB_GM_F_USERDATA*	GSYS_EXT_INT1
GIDB_GM_L_USERDATA*	GSYS_EXT_INT2
GIDB_GO_CAMPAIGN**	CREATED_TS
GIDB_GO_CAMPAIGNHISTORY**	ADDED_TS
GIDB_GO_CHAIN**	CREATED_TS
GIDB_GO_CHAINREC_HIST**	ADDED_TS

Table	Partitioned by Key
GIDB_GO_FIELDHIST**	ADDED_TS
GIDB_GO_METRICS**	ADDED_TS
GIDB_GO_SEC_FIELDHIST**	ADDED_TS
GIDB_GOX_CHAIN_CALL**	ADDED_TS
GIDB_GX_SESSION_ENDPOINT_MM*	CREATED_TS
GIDB_GX_SESSION_ENDPOINT_V	CREATED_TS

## Partitioned Control Tables

Control tables are partitioned by the created timestamp. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
CTL_AUDIT_LOG	CREATED_TS
CTL_ETL_HISTORY	CREATED_TS
CTL_EXTRACT_HISTORY	CREATED_TS
CTL_PURGE_HISTORY	CREATED_TS
CTL_TRANSFORM_HISTORY	CREATED_TS

# Info Mart Service and Staging Tables and Administrative Views

Most service and staging tables are intended for internal purposes and are not described in detail in this guide. For general information about the service (CTL\_\*) and staging (STG\_\*) tables and administrative views (ADMIN\_\*) in the Info Mart database schema, see [Genesys Info Mart Database Schema](#) and [Info Mart Service and Control Tables](#).

## Service Tables and Administrative Views

The service (or control) tables and administrative views are the areas of the Genesys Info Mart database schema that relate to operational data, instead of to the reporting data. Use these tables and views to:

- Trace data processing immediately after the initial deployment or during administration of Genesys Info Mart.
- Configure mapping for user-data processing during the initial deployment or when user-data storage requirements change.

The following pages describe service tables and administrative views that provide operational data that is helpful for data validation and troubleshooting:

<b>Tables</b> <ul style="list-style-type: none"><li>• <a href="#">CTL_AUDIT_LOG</a></li><li>• <a href="#">CTL_ETL_HISTORY</a></li><li>• <a href="#">CTL_EXTRACT_HISTORY</a></li><li>• <a href="#">CTL_GDPR_HISTORY</a></li><li>• <a href="#">CTL_PURGE_HISTORY</a></li><li>• <a href="#">CTL_TRANSFORM_HISTORY</a></li><li>• <a href="#">CTL_UDE_KEYS_TO_DIM_MAPPING</a></li><li>• <a href="#">CTL_UD_TO_UDE_MAPPING</a></li></ul>	<b>Views</b> <ul style="list-style-type: none"><li>• <a href="#">ADMIN_AUDIT_LOG</a></li><li>• <a href="#">ADMIN_ETL_JOB_HISTORY</a></li><li>• <a href="#">ADMIN_ETL_JOB_STATUS</a></li><li>• <a href="#">ADMIN_ETL_STEP_HISTORY</a></li><li>• <a href="#">ADMIN_EXTRACT_HISTORY</a></li><li>• <a href="#">CTL_ETL_HWM</a></li></ul>
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## Staging Tables

The following pages describe the staging tables in which Genesys Info Mart jobs store data about errors in ETL processing. Use these tables to troubleshoot errors in source data that prevent data from being transformed.

- `STG_IDB_FK_VIOLATION`
- `STG_TRANSFORM_DISCARDS`

# Table CTL\_AUDIT\_LOG

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE\_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

### 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
AUDIT_KEY	NUMBER(19)	X	X		
JOB_ID	VARCHAR2(64 CHAR)		X		



Column	Data Type	P	M	F	DV
CREATED	TIMESTAMP(3)		X		
INSERTED	TIMESTAMP(3)				
PROCESSING_STATUS_KEY	NUMBER(10)		X		
MIN_START_DATE_TIME_KEY	NUMBER(10)			X	
MAX_START_DATE_TIME_KEY	NUMBER(10)			X	
MAX_CHUNK_TS	NUMBER(10)				
DATA_SOURCE_KEY	NUMBER(10)				
ROW_COUNT	NUMBER(10)				
CREATED_TS	NUMBER(10)		X		

## AUDIT\_KEY

The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.

## JOB\_ID

ID that uniquely identifies the execution instance of the job.

## CREATED

The date and time of row creation.

## INSERTED

The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.

## PROCESSING\_STATUS\_KEY

Reference to the CTL\_PROCESSING\_STATUS dimension. This field is reserved.

## MIN\_START\_DATE\_TIME\_KEY

The minimum value of START\_DATE\_TIME\_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

## MAX\_START\_DATE\_TIME\_KEY

The maximum value of START\_DATE\_TIME\_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

## MAX\_CHUNK\_TS

The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.

## DATA\_SOURCE\_KEY

The surrogate key that is used to join to the CTL\_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

## ROW\_COUNT

The number of records that are marked with this audit key.

## CREATED\_TS

The UTC-equivalent value of the date and time of row creation.

## Index List

CODE	U	C	Description
IDX_CTL_AL_CTS			Improves purge performance.

## Index IDX\_CTL\_AL\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

## Subject Areas

No subject area information available.

---

# Table CTL\_ETL\_HISTORY

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution of each Genesys Info Mart job. A row is added to this table after each job completes.

### Tip

Genesys recommends that you use the ADMIN\_ETL\_JOB\_HISTORY view to query the job execution data.

### 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
JOB_ID	VARCHAR2(64 CHAR)	X	X		
WORKFLOW_TYPE	VARCHAR2(32 CHAR)	X	X		
JOB_NAME	VARCHAR2(32 CHAR)				
JOB_VERSION	VARCHAR2(32 CHAR)				
LOCAL_START_TIME	TIMESTAMP(3)				
LOCAL_END_TIME	TIMESTAMP(3)				
GMT_START_TIME	TIMESTAMP(3)				
GMT_END_TIME	TIMESTAMP(3)				
DURATION	NUMBER(10)				
STATUS	VARCHAR2(32 CHAR)				
CREATED_TS	NUMBER(10)		X		

## JOB\_ID

ID that uniquely identifies the execution instance of the job.

## WORKFLOW\_TYPE

The name of the step of the job, such as Outbound.

## JOB\_NAME

The name of the job, such as Job\_ExtractICON.

## JOB\_VERSION

The version of the job, such as 8.1.000.10.

## LOCAL\_START\_TIME

The date and time the first step of the job started (in the time zone where Genesys Info Mart Server is running).

**LOCAL\_END\_TIME**

The date and time the last step of the job ended (in the time zone where Genesys Info Mart Server is running).

**GMT\_START\_TIME**

The date and time the first step of the job started (in GMT time zone).

**GMT\_END\_TIME**

The date and time the last step of the job ended (in GMT time zone).

**DURATION**

The duration of the job, in seconds.

**STATUS**

The status of the job, such as COMPLETE or FAILED.

**CREATED\_TS**

The UTC-equivalent value of the date and time at which the job started.

## Index List

CODE	U	C	Description
I_C_ETL_H_CTS			Improves purge performance.

## Index I\_C\_ETL\_H\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

---

## Subject Areas

No subject area information available.

# Table CTL\_EXTRACT\_HISTORY

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table contains information about the last attempted and last successful incremental extraction. The UTC-equivalent value of the date and time and/or a sequence number are provided for the data source table that was used in the last extract attempt. Data source information covers such details as the IDB from which the data was extracted, the ICON instance that populated the IDB, and the application that was the original source of data (T-Server, Outbound Contact Server, and so forth).

### 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
TABLE_NAME	VARCHAR2(255 CHAR)		X		
DATA_SOURCE_KEY	NUMBER(10)		X		

Column	Data Type	P	M	F	DV
DATA_SOURCE_TYPE	NUMBER(10)				
ROW_COUNT	NUMBER(10)				
MAX_TIME	TIMESTAMP(3)				
MAX_TS	NUMBER(10)				
ICON_DBID	NUMBER(10)		X		0
DSS_ID	NUMBER(10)				
PROVIDERTAG	NUMBER(10)				
EXTRACT_START_TIME	TIMESTAMP(3)				
EXTRACT_END_TIME	TIMESTAMP(3)				
JOB_ID	VARCHAR2(64 CHAR)		X		
JOB_NAME	VARCHAR2(32 CHAR)				
JOB_VERSION	VARCHAR2(64 CHAR)				
DAP_NAME	VARCHAR2(255 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CREATED_TS	NUMBER(10)		X		

## TABLE\_NAME

The name of the IDB table from which data was extracted.

## DATA\_SOURCE\_KEY

The surrogate key that is used to join this table to the CTL\_DS table.

## DATA\_SOURCE\_TYPE

The type of the data source server as reported by ICON. This field is set to one of the following values:

- 1 — T-Server
- 2 — Interaction Server
- 3 — OCS Server
- 4 — Configuration Server



**ROW\_COUNT**

The number of records that are extracted in a given extraction cycle.

**MAX\_TIME**

The date and time, in the Genesys Info Mart server time zone, that represent the highest timestamp value for the records that are extracted in a given extraction cycle.

**MAX\_TS**

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are extracted in a given extraction cycle.

**ICON\_DBID**

ID that uniquely identifies the ICON application instance. The value is the same as the one that ICON provided in the IDB.

**DSS\_ID**

The data source session identifier that is used in a given extraction cycle.

**PROVIDERTAG**

The ID of the ICON provider class, such as 5 for the configuration information provider (cfg). This field is reserved.

**EXTRACT\_START\_TIME**

The date and time when the extraction job started.

**EXTRACT\_END\_TIME**

The date and time when the extraction job finished.

**JOB\_ID**

ID that uniquely identifies the execution instance of the job.

---

**JOB\_NAME**

The name of the job that extracted data--for example, Job\_ExtractICON.

**JOB\_VERSION**

The version of the job that extracted data--for example, 8.1.000.10.

**DAP\_NAME**

The name of the Database Access Point (DAP) through which data was extracted.

**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.

**CREATED\_TS**

The UTC-equivalent value of the date and time at which the extraction job started.

## Index List

CODE	U	C	Description
I_C_EXTRACT_H_CTS			Improves purge performance.

## Index I\_C\_EXTRACT\_H\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

## Subject Areas

No subject area information available.

---

# Table CTL\_GDPR\_HISTORY

## Description

**Introduced:** 8.5.010

**Modified:** 8.5.010.16 (scope extended to cover employee GDPR requests)

In partitioned databases, this table is not partitioned.

This table provides details about General Data Protection Regulation (GDPR) "export" or "forget" requests that were processed successfully. A row is added to this table for each field that might have contained an instance of personally identifiable information (PII) specified in the customer-provided JSON file.

The following tables and columns potentially contain PII:

Table	Column
For Consumer GDPR Requests	
INTERACTION_FACT	SOURCE_ADDRESS
	TARGET_ADDRESS
INTERACTION_RESOURCE_FACT	TARGET_ADDRESS
IXN_RESOURCE_STATE_FACT	TARGET_ADDRESS
CONTACT_ATTEMPT_FACT	CONTACT_INFO
	RECORD_FIELD_*
CALLBACK_FACT	CUSTOMER_ANI
	CUSTOMER_PHONE_NUMBER
CDR_FACT	ANI
	DNIS
LDR_FACT	CLIENT_ID
	CONTACT_INFO
SDR_CUST_ATTRIBUTES_FACT	ATTRIBUTE_VALUE

Table	Column
SDR_SESSION_FACT	ANI
SDR_SURVEY_TRANSCRIPT_FACT	TRANSCRIPTION
Custom user data fact tables (e.g., IRF_USER_DATA_CUST_1)	CUSTOM_DATA_*
<b>For Employee GDPR Requests</b>	
GIDB_GC_AGENT	USERNAME  EMPLOYEEID FIRSTNAME LASTNAME EMAIL
RESOURCE_	RESOURCE_NAME  EMPLOYEE_ID AGENT_FIRST_NAME AGENT_LAST_NAME

For audit purposes, a value of "NULL" in a record indicates that the field was evaluated for a particular instance of PII and was found to be empty.

By default, data is retained in the CTL\_GDPR\_HISTORY table for 15 days. You can configure the **days-to-keep-gdpr-history** option to specify a different retention period, up to 30 days.

For more information about Genesys Info Mart support for GDPR compliance, see [General Data Protection Regulation \(GDPR\)](#) and [Genesys Info Mart Support for GDPR](#) in the *Genesys Security Deployment Guide*.

### 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
CONSUMER_ID	VARCHAR2(255 CHAR)		X		

Column	Data Type	P	M	F	DV
FACT_ID	VARCHAR2(255 CHAR)				
TABLE_NAME	VARCHAR2(64 CHAR)		X		
COLUMN_NAME	VARCHAR2(64 CHAR)		X		
KEY_NAME	VARCHAR2(255 CHAR)				
KEY_VALUE	VARCHAR2(4000 CHAR)				
AUDIT_KEY	NUMBER(19)			X	
TENANT_KEY	NUMBER(10)		X	X	0
FORGET	NUMBER(1)		X		0
CREATED_TS	NUMBER(10)		X		

## CONSUMER\_ID

The instance of PII that was searched for. The value is derived from one of the following consumer- or employee-identifying attributes in the customer-provided JSON input file:

- For consumers:
  - "phone"
  - "email"
- For employees:
  - "username"

## FACT\_ID

The ID of the table record in which the PII was found. A value of NULL indicates that a particular table was evaluated for that PII and no instance was found.

## TABLE\_NAME

The name of the table that was evaluated for PII. (See the table description above for possible values.)

## COLUMN\_NAME

The name of the column that was evaluated for PII. (See the table description above for possible values.)

KEY\_NAME

The name of the custom user data KVP key or custom Outbound Contact Server (OCS) record field that the customer has identified might contain PII and, therefore, has specified in the "gim-attached-data" element in the JSON input file. For example, while consumers are identified in Genesys Info Mart only by phone number or email address, custom KVPs or record fields might contain PII such as a name, Social Security number, or mailing address. The custom key would already have been mapped to a custom user data table and column or a RECORD\_FIELD\_\* column in the CONTACT\_ATTEMPT\_FACT table, when you configured your Genesys Info Mart deployment.

In Genesys Engage cloud deployments, this column might also specify a non-custom KEY\_NAME, such as "TRANSCRIPTION."

KEY\_VALUE

The value of the custom user data KVP or custom OCS record field that contained the PII.

AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The key is used for data lineage purposes.

TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to other tables in the Info Mart database.

FORGET

Indicates whether the PII was processed for a "forget" request: 0 = No, 1 = Yes

CREATED\_TS

The UTC-equivalent value of the date and time of row creation.

Index List

CODE	U	C	Description
I_CTL_GDPR_H_C_ID			Improves search performance.

---

CODE	U	C	Description
I_CTL_GDPR_H_CTS			Improves purge performance.

## Index I\_CTL\_GDPR\_H\_C\_ID

Field	Sort	Comment
CONSUMER_ID	Ascending	

## Index I\_CTL\_GDPR\_H\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

## Subject Areas

No subject area information available.

# Table CTL\_PURGE\_HISTORY

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job\_MaintainGIM as it pertains to purge.

### 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
JOB_ID	VARCHAR2(64 CHAR)		X		
JOB_VERSION	VARCHAR2(64 CHAR)				
TABLE_NAME	VARCHAR2(255 CHAR)		X		



---

Column	Data Type	P	M	F	DV
PURGE_MAX_TIME	TIMESTAMP(3)				
PURGE_MAX_TS	NUMBER(10)		X		
PURGE_START_TIME	TIMESTAMP(3)				
PURGE_END_TIME	TIMESTAMP(3)				
ROW_COUNT	NUMBER(10)				
CREATED_TS	NUMBER(10)		X		

**JOB\_ID**

ID that uniquely identifies the execution instance of the maintenance job.

**JOB\_VERSION**

The version of the job that purged data--for example, 8.1.000.10.

**TABLE\_NAME**

The name of the table from which data was purged.

**PURGE\_MAX\_TIME**

The date and time, in the GMT time zone, that represent the highest timestamp value for the records that are deleted in a given purge cycle.

**PURGE\_MAX\_TS**

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are deleted in a given purge cycle.

**PURGE\_START\_TIME**

The date and time when the maintenance job started the purge cycle.

**PURGE\_END\_TIME**

The date and time when the maintenance job finished the purge cycle.

---

**ROW\_COUNT**

The number of rows that was deleted in a given purge cycle.

**CREATED\_TS**

The UTC-equivalent value of the date and time at which the maintenance job started the purge cycle.

## Index List

CODE	U	C	Description
I_C_PURGE_H_CTS			Improves purge performance.

## Index I\_C\_PURGE\_H\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

## Subject Areas

No subject area information available.

# Table CTL\_TRANSFORM\_HISTORY

## Description

**Modified:** 8.5.010 (HWM\_VALUE2 column added); 8.5.009 (AUDIT\_KEY column added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job\_TransformGIM.

### 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
JOB_ID	VARCHAR2(64 CHAR)		X		
JOB_VERSION	VARCHAR2(64 CHAR)				
HWM_NAME	VARCHAR2(255 CHAR)				
HWM_VALUE	NUMBER(19)		X		

Column	Data Type	P	M	F	DV
HWM_VALUE2	VARCHAR2(255 CHAR)				
TRANSFORM_START_TIME	TIMESTAMP(3)				
TRANSFORM_END_TIME	TIMESTAMP(3)				
ROW_COUNT	NUMBER(10)				
CREATED_TS	NUMBER(10)		X		
AUDIT_KEY	NUMBER(19)			X	

## JOB\_ID

ID that uniquely identifies the execution instance of the job.

## JOB\_VERSION

The version of Job\_TransformGIM--for example, 8.1.000.10.

## HWM\_NAME

The name of the table from which data was taken for transformation.

## HWM\_VALUE

Provides the value of the numeric high-water mark (HWM) for the records that are processed in a given transformation cycle.

## HWM\_VALUE2

**Introduced:** Release 8.5.010

Provides supplemental information about the value of HWM\_VALUE, when applicable.

The column was introduced to support future alternative data streams in which the HWMs might require nonnumeric values for context.

## TRANSFORM\_START\_TIME

The date and time when the transformation job started.

## TRANSFORM\_END\_TIME

The date and time when the transformation job finished.

## ROW\_COUNT

Provides the number of records that are processed in a given transformation cycle.

## CREATED\_TS

The UTC-equivalent value of the date and time at which the transformation job started.

## AUDIT\_KEY

**Introduced:** Release 8.5.009

The surrogate key that is used to join to the CTL\_AUDIT\_LOG control table. The key is used for data lineage purposes, in particular to identify the HWM\_VALUE or HWM\_VALUE2 related to a particular audit key.

## Index List

CODE	U	C	Description
I_C_TRANSFORM_H_CTS			Improves purge performance.

## Index I\_C\_TRANSFORM\_H\_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

## Subject Areas

No subject area information available.

# Table CTL\_UD\_TO\_UDE\_MAPPING

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.1.201 (CONVERT\_EXPRESSION column added)

In partitioned databases, this table is not partitioned.

This table captures storage configuration for user data KVPs. The table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping for a given user-data KVP to one table and a column within that table.

### 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
ID	NUMBER(10)	X	X		
UD_KEY_NAME	VARCHAR2(255 CHAR)		X		
UDE_TABLE_NAME	VARCHAR2(30)		X		

Column	Data Type	P	M	F	DV
	CHAR)				
UDE_COLUMN_NAME	VARCHAR2(30 CHAR)		X		
PROPAGATION_RULE	VARCHAR2(16 CHAR)		X		
DEFAULT_VALUE	VARCHAR2(255 CHAR)				
ACTIVE_FLAG	NUMBER(1)		X		
CONVERT_EXPRESSION	VARCHAR2(255 CHAR)				

## ID

The primary key of this table.

## UD\_KEY\_NAME

The key name of the user data KVP that is to be stored in the Info Mart database.

## UDE\_TABLE\_NAME

The name of the fact or dimension table that stores user data that is associated with this key.

## UDE\_COLUMN\_NAME

The name of the column in the fact or dimension table that stores user data that is associated with this key.

## PROPAGATION\_RULE

**Modified:** 8.5.006 (IRF\_ROUTE value is added); 8.5.001 (IRF\_INITIAL value is added).

This field defines how data that uses the same key name is propagated. Possible values are:

- CALL — Store the latest KVP value that is associated with the call.
- PARTY — Store the latest KVP value that is changed (added/updated/deleted) by a party of the call.
- IRF — Store the latest KVP value that is associated with the call during the fact duration.
- IRF\_FIRST\_UPDATE — Store the first update to the KVP value that is performed during the fact duration. In a scenario with call redirection, the duration also includes all previous IRFs having the technical result of Redirected/RoutedOnNoAnswer and/or Redirected/Unspecified.
- IRF\_INITIAL — Store the KVP value that is associated with the interaction when the interaction enters the

resource that is the subject of the IRF or MSF record.

- **IRF\_ROUTE** — Store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource, or whether the KVP value changes while the call is at a handling resource (that is, after mediation).

## DEFAULT\_VALUE

The default value that Genesys Info Mart must store when a KVP that uses this key name is missing.

## ACTIVE\_FLAG

Indicates whether this mapping is currently active: 0 = No, 1 = Yes.

## CONVERT\_EXPRESSION

**Introduced:** Release 8.1.201

Specifies the conversion expression for KVP values that are stored as date/time data in user data fact tables. Applies only to the date/time KVPs that you need to store in the format other than Genesys Info Mart default format for date/time (yyyy-mm-ddThh24:mi:ss.ff). The conversion expression is defined at the time when you map the KVP to the fact table column. If specified, Genesys Info Mart includes the conversion expression in SQL statements to convert the data.

## Index List

CODE	U	C	Description
I_C_UD_TARGET	X		A constraint that enforces unique mapping for each column in each target user-data table.
I_C_UD_TO_UDE_KN			Improves access time, based on the user-data key name for mapping that is currently active.

## Index I\_C\_UD\_TARGET

Field	Sort	Comment
UDE_TABLE_NAME	Ascending	
UDE_COLUMN_NAME	Ascending	



## Index I\_C\_UD\_TO\_UDE\_KN

Field	Sort	Comment
UD_KEY_NAME	Ascending	
ACTIVE_FLAG	Ascending	

## Subject Areas

No subject area information available.

# Table CTL\_UDE\_KEYS\_TO\_DIM\_MAPPING

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table provides information for mapping user-data KVPs that are stored as dimensions to facts that are stored in the INTERACTION\_RESOURCE\_FACT table. The mapping table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping between the primary key of a dimension table and a foreign key in the IRF\_USER\_DATA\_KEYS table.

### 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
DIM_TABLE_NAME	VARCHAR2(30 CHAR)	X	X		
DIM_TABLE_PK_NAME	VARCHAR2(30 CHAR)		X		

Column	Data Type	P	M	F	DV
UDE_KEY_NAME	VARCHAR2(30 CHAR)		X		

## DIM\_TABLE\_NAME

The name of the dimension table that stores user data.

## DIM\_TABLE\_PK\_NAME

The name of the primary key column in the dimension table that stores user data.

## UDE\_KEY\_NAME

The name of the foreign key column in the IRF\_USER\_DATA\_KEYS table.

## Index List

CODE	U	C	Description
I_UDE_KEYS_TO_D_M_KN	X		A constraint that enforces unique mapping for each user-data dimension table.

## Index I\_UDE\_KEYS\_TO\_D\_M\_KN

Field	Sort	Comment
UDE_KEY_NAME	Ascending	

## Subject Areas

No subject area information available.

# View ADMIN\_AUDIT\_LOG

## Description

This administrative view provides access to the data stored in the CTL\_AUDIT\_LOG table, which allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE\_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

The columns in this view are identical to those in the underlying table.

## Column List

Column	Description
AUDIT_KEY	The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.
JOB_ID	ID that uniquely identifies the execution instance of the job.
CREATED	The date and time of row creation.
INSERTED	The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.
PROCESSING_STATUS_KEY	Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.
MIN_START_DATE_TIME_KEY	The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_START_DATE_TIME_KEY	The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_CHUNK_TS	The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.
DATA_SOURCE_KEY	The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server,

Column	Description
	Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.
ROW_COUNT	The number of records that are marked with this audit key.
CREATED_TS	The UTC-equivalent value of the date and time of row creation.

# View ADMIN\_ETL\_JOB\_HISTORY

## Description

This view provides information about the execution of each ETL job. A row is added to this view after each ETL job completes. Currently running ETL jobs do not appear in this view. Rows in this view are written once and are not updated.

## Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

# View ADMIN\_ETL\_JOB\_STATUS

## Description

This view provides information about the most recent execution of each ETL job. A row is added to this view after each ETL job starts and is updated as the job status changes.

## Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

# View ADMIN\_ETL\_STEP\_HISTORY

## Description

This view provides information about the execution of each ETL job step. Rows are added to this view for completed ETL job steps only. As each ETL job completes, it adds rows for the completed steps of all currently running ETL jobs, including itself, that have not already been added to the view.

Currently running ETL jobs may have steps that are in process or are waiting, and they do not yet appear in the view. Rows in this view are written once and are not updated.

## Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
WORKFLOW_TYPE	The name of the ETL job step, such as Outbound.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.



# View ADMIN\_EXTRACT\_HISTORY

## Description

This view provides information about the data that is extracted from each source database table. A row is added to this view after Job\_ExtractICON successfully completes extracting a source data table. Rows in this view are written once and are not updated.

## Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
DBCONNECTION	The name of the Database Access Point (DAP) through which data was extracted.
ICON_DBID	ID that uniquely identifies the ICON application instance. Applies only to tables extracted by Job_ExtractICON.
TABLE_NAME	The name of the table from which data is extracted.
LATEST_DATA_TIME	Provides the highest timestamp value for the records that are extracted in a given extraction cycle.
ROW_COUNT	Provides the number of records that are extracted in a given extraction cycle.

# View CTL\_ETL\_HWM

## Description

This view reflects processing progress for the data that is being transferred to the dimensional model tables, but for which certain interaction states are still in progress for the current time interval.

In this release, the view is limited to the extracted configuration data and transformed multimedia data only.

## Column List

Column	Description
NAME	A combination of the job name and an abbreviated data type for the processed data. Either of the following values: <ul style="list-style-type: none"><li>• EXTRACT_CFG</li><li>• TRANSFORM_MM</li></ul>
LAST_TS	Provides a UTC equivalent of the date and time up to which the data has been processed.

# Table STG\_IDB\_FK\_VIOLATION

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores information about errors that Genesys Info Mart encounters during transformation of configuration data. Errors are detected through verification of relationships between primary and foreign keys in tables that store related data.

For example, a record in a table that stores configuration object relationship data (such as GIDB\_GCX\_CAMPLIST\_INFO) would refer to a record in a table that stores configuration object data (such as GIDB\_GC\_CAMPAIGN). The transformation logic interprets the absence of the record that has the primary key as an error (in the GIDB\_GC\_CAMPAIGN table, in the example); the error indicates the absence of the related data (such as the Campaign configuration object). As a result, the transformation job encounters a foreign key constraint violation and stores a record in the STG\_IDB\_FK\_VIOLATION table that identifies the two involved tables and the key that caused the violation.

### 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
ID	NUMBER(19)	X	X		
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
FK_TABLE_NAME	VARCHAR2(30 CHAR)		X		
PK_TABLE_NAME	VARCHAR2(30 CHAR)		X		
PK_ID	NUMBER(19)		X		
FK_ID	NUMBER(19)		X		
ETL_TS	NUMBER(10)		X		
ETL_DATE_TIME_KEY	NUMBER(10)		X		

## ID

The primary key for this table.

## CREATE\_AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG dimension.

## FK\_TABLE\_NAME

The name of the table whose record includes a foreign key that violates the foreign key constraint. (Continuing with the example that is used in the table description, the value of this field would be GIDB\_GCX\_CAMPLIST\_INFO.)

## PK\_TABLE\_NAME

The name of the table in which a record appears to be missing, based on the foreign key constraint violation in another table. (In the preceding example, the value of this field would be GIDB\_GC\_CAMPAIGN.)

## PK\_ID

The primary key of the record that exists in the table that is specified by FK\_TABLE\_NAME and that violates the foreign key constraint. Use this value to identify the problematic record. (In the preceding example, the value would come from the GIDB\_GCX\_CAMPLIST\_INFO.ID field, which is the primary key of the GIDB\_GCX\_CAMPLIST\_INFO table.)

## FK\_ID

The foreign key of the record that exists in the table that is specified by FK\_TABLE\_NAME and that violates the foreign key constraint. Use this value to identify the missing record in the table that is specified by PK\_TABLE\_NAME. (In the preceding example, the value would come from the GIDB\_GCX\_CAMPLIST\_INFO.CAMPAIGNID field, which is the foreign key of the GIDB\_GCX\_CAMPLIST\_INFO table and which points to the primary key in the GIDB\_GC\_CAMPAIGN table. Thus, a Campaign object data is detected to be missing.)

## ETL\_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

## ETL\_DATE\_TIME\_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

## Index List

No indexes are defined.

## Subject Areas

No subject area information available.

# Table STG\_TRANSFORM\_DISCARDS

## Description

**Modified:** 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.011.14 (data type for TABLE\_NAME increased from 30 to 255 characters)

In partitioned databases, this table is not partitioned.

This table stores information about errors that Genesys Info Mart encounters during data transformation for a certain interaction. Except for the INTERACTION\_FACT table storing an interaction ID, no data is populated in the dimensional model tables for a discarded interaction. Instead, Genesys Info Mart writes a record in the STG\_TRANSFORM\_DISCARDS table, given that a certain combination of error-policy options is configured.

### 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
TABLE_NAME	VARCHAR2(255 CHAR)		X		
INTERACTION_ID	NUMBER(19)		X	X	-2

Column	Data Type	P	M	F	DV
GUID	VARCHAR2(50 CHAR)				
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
CODE	NUMBER(10)		X		
REASON	VARCHAR2(255 CHAR)		X		
ETL_TS	NUMBER(10)		X		
ETL_DATE_TIME_KEY	NUMBER(10)		X		

## TABLE\_NAME

**Modified:** 8.5.011.14 (data type increased from 30 to 255 characters)

The name of the primary GIDB table for the transformation step during which an error was encountered. Out of the tables that the transformation logic treats as primary (main) and secondary (details) tables, any table may contain erroneous or missing data that prevents further transformation of the interaction; however, only the name of the primary table is stored.

## INTERACTION\_ID

The identifier of the interaction that is being discarded. This value corresponds to the INTERACTION\_ID value that is stored for this interaction in the INTERACTION\_FACT table. The value of "-2" is reserved for future use.

## GUID

The global unique identifier that is associated with discarded data. This value is reserved for future use.

## CREATE\_AUDIT\_KEY

The surrogate key that is used to join to the CTL\_AUDIT\_LOG dimension.

## CODE

**Modified:** 8.5.001 (error code 26 added)

The code of the data error that was encountered. This field is set to one of the following values:

- 1 — An unspecified error.
- 2 — An unexpected error occurred during data transformation for the INTERACTION\_RESOURCE\_FACT table.
- 3 — The G\_IS\_LINK table is missing data about either an outgoing (source) or an incoming (target)

multi-site call.

- 4 — The G\_IS\_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.
- 5 — The G\_IS\_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G\_IS\_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS\_LINK does not match the CALLID in IS\_LINK\_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G\_PARTY\_HISTORY table contains no record with ChangeType = 1 ("party\_created") for a certain party.
- 10 — The G\_PARTY\_HISTORY table contains multiple records with ChangeType = 1 ("party\_created") for the same party.
- 11 — The record in the G\_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
- 13 — The record in the GO\_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G\_CALL record.
- 16 — Merge processing discarded a stuck G\_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G\_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G\_ROUTE\_RESULT table is not unique.
- 22 — The value of the VQID in the G\_VIRTUAL\_QUEUE table is not unique.
- 23 — The value of the MEDIATION\_SEGMENT\_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

## REASON

The text description of the data error that was encountered. Use this value in combination with the CODE value to troubleshoot the reason for the failure of the interaction transformation.

---



## ETL\_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

## ETL\_DATE\_TIME\_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

## Index List

CODE	U	C	Description
I_S_TRNFRM_DISCARDS_IXNID			Improves access time, based on the INTERACTION_ID.
I_S_TRNFRM_DISCARDS_SDT			Improves access time, based on the ETL_DATE_TIME key.

## Index I\_S\_TRNFRM\_DISCARDS\_IXNID

Field	Sort	Comment
INTERACTION_ID	Ascending	

## Index I\_S\_TRNFRM\_DISCARDS\_SDT

Field	Sort	Comment
ETL_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.

# About Data Export Capability

Data Export capability is enabled in select Genesys Engage cloud deployments to periodically copy the data that is stored in the Genesys historical database (called the Info Mart database) into local .csv files, so that the data is available for further import into a data warehouse (the *target* database) for the purpose of archiving or custom reporting. Starting with release 8.5.011.22, Genesys Info Mart supports Data Export in on-premises deployments as well.

The export job, Job\_ExportGIM, exports data from fact and dimension tables that are part of the Genesys Info Mart dimensional model and creates a .zip archive containing individual .csv files, one file per database table.

## What tables are included in the data export?

The export does not include aggregate (RAA) tables or internal (GIDB\_\*) tables except for certain configuration tables, as listed **below**. The fact and dimension tables included in your specific data export depend on the details of your deployment. The following tables are available for export:

- ANCHOR\_FLAGS
- ATTEMPT\_DISPOSITION
- BGS\_BOT\_DIM
- BGS\_BOT\_NAME\_DIM
- BGS\_SESSION\_DIM
- BGS\_SESSION\_FACT
- CALL\_RESULT
- CALLBACK\_DIAL\_RESULTS
- CALLBACK\_DIM\_1
- CALLBACK\_DIM\_2
- CALLBACK\_DIM\_3
- CALLBACK\_DIM\_4
- CALLBACK\_FACT
- CALLING\_LIST\_METRIC\_FACT
- CALLING\_LIST\_TO\_CAMP\_FACT (actualized view)
- CAMPAIGN\_GROUP\_SESSION\_FACT
- CAMPAIGN\_GROUP\_STATE
- CAMPAIGN\_GROUP\_STATE\_FACT
- CDR\_DIM1
- CDR\_FACT
- CHAT\_SESSION\_DIM
- CHAT\_SESSION\_FACT
- CHAT\_THREAD\_FACT
- COBROWSE\_END\_REASON
- COBROWSE\_FACT
- COBROWSE\_MODE
- COBROWSE\_PAGE
- COBROWSE\_USER\_AGENT
- CONTACT\_ATTEMPT\_FACT
- CONTACT\_INFO\_TYPE
- DATE\_TIME
- DIALING\_MODE
- GPM\_DIM1
- GPM\_FACT
- GPM\_MODEL
- GPM\_PREDICTOR
- GPM\_RESULT
- GROUP\_ANNEX

- 
- |   |   |
|---|---|
| • GROUP_TO_CAMPAIN_FACT (actualized view) | • RESOURCE_GROUP_COMBINATION            |
| • INTERACTION_DESCRIPTOR                  | • RESOURCE_GROUP_FACT (actualized view) |
| • INTERACTION_FACT                        | • RESOURCE_SKILL_FACT (actualized view) |
| • INTERACTION_RESOURCE_FACT               | • RESOURCE_STATE                        |
| • INTERACTION_RESOURCE_STATE              | • RESOURCE_STATE_REASON                 |
| • INTERACTION_TYPE                        | • ROUTING_TARGET                        |
| • IRF_USER_DATA_CUST_1                    | • SDR_ACTIVITIES_FACT                   |
| • IRF_USER_DATA_GEN_1                     | • SDR_ACTIVITY                          |
| • IRF_USER_DATA_KEYS                      | • SDR_APPLICATION                       |
| • IXN_RESOURCE_STATE_FACT                 | • SDR_CALL_DISPOSITION                  |
| • LDR_CAMPAIN                             | • SDR_CALL_TYPE                         |
| • LDR_DEVICE                              | • SDR_CUST_ATTRIBUTES                   |
| • LDR_FACT                                | • SDR_CUST_ATTRIBUTES_FACT              |
| • LDR_GROUP                               | • SDR_ENTRY_POINT                       |
| • LDR_LIST                                | • SDR_EXIT_POINT                        |
| • LDR_POSTAL_CODE                         | • SDR_EXT_HTTP_REST                     |
| • LDR_RECORD                              | • SDR_EXT_REQUEST                       |
| • MEDIA_ORIGIN                            | • SDR_EXT_REQUEST_FACT                  |
| • MEDIA_TYPE                              | • SDR_EXT_REQUEST_OUTCOME               |
| • MEDIATION_SEGMENT_FACT                  | • SDR_EXT_SERVICE_OUTCOME               |
| • PLACE_GROUP_FACT (actualized view)      | • SDR_GEO_LOCATION                      |
| • POST_CALL_SURVEY_DIM_1                  | • SDR_INPUT                             |
| • POST_CALL_SURVEY_DIM_2                  | • SDR_INPUT_OUTCOME                     |
| • POST_CALL_SURVEY_DIM_3                  | • SDR_LANGUAGE                          |
| • POST_CALL_SURVEY_DIM_4                  | • SDR_MESSAGE                           |
| • POST_CALL_SURVEY_DIM_5                  | • SDR_MILESTONE                         |
| • POST_CALL_SURVEY_DIM_6                  | • SDR_SESSION_FACT                      |
| • RECORD_FIELD_GROUP_1                    | • SDR_SURVEY_ANSWERS                    |
| • RECORD_FIELD_GROUP_2                    | • SDR_SURVEY_FACT                       |
| • RECORD_STATUS                           | • SDR_SURVEY_I1                         |
| • RECORD_TYPE                             | • SDR_SURVEY_I2                         |
| • REQUESTED_SKILL                         | • SDR_SURVEY_QUESTIONS                  |
| • REQUESTED_SKILL_COMBINATION             | • SDR_SURVEY_QUESTIONS_I1               |
| • RESOURCE_                               | • SDR_SURVEY_QUESTIONS_I2               |
| • RESOURCE_ANNEX                          | • SDR_SURVEY_QUESTIONS_S1               |
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- |                               |                            |
|-------------------------------|----------------------------|
| • SDR_SURVEY_QUESTIONS_S2     | • SM_RES_SESSION_FACT      |
| • SDR_SURVEY_S1               | • SM_RES_STATE_FACT        |
| • SDR_SURVEY_S2               | • SM_RES_STATE_REASON_FACT |
| • SDR_SURVEY_SCORES           | • STRATEGY                 |
| • SDR_SURVEY_STATUS           | • TECHNICAL_DESCRIPTOR     |
| • SDR_SURVEY_TRANSCRIPT_FACT  | • TIME_ZONE                |
| • SDR_USER_INPUT              | • USER_DATA_CUST_DIM_1     |
| • SDR_USER_INPUTS_FACT        | • USER_DATA_CUST_DIM_2     |
| • SDR_USER_MILESTONE_FACT     | • WORKBIN                  |
| • SM_MEDIA_NEUTRAL_STATE_FACT |                            |

In on-premises deployments the data export will also include custom user-data tables and mappings you added to the Info Mart schema, as described in [Preparing Custom User-Data Storage](#) in the *Genesys Info Mart Deployment Guide*.

In addition to the data from the Genesys Info Mart dimensional model tables, configuration details data is exported from the following tables:

- |                        |                       |
|------------------------|-----------------------|
| • GIDB_GC_CALLING_LIST | • GIDB_GC_PLACE       |
| • GIDB_GC_CAMPAIGN     | • GIDB_GC_SKILL       |
| • GIDB_GC_FOLDER       | • GIDB_GC_TENANT      |
| • GIDB_GC_LOGIN        | • GIDB_GCX_LOGIN_INFO |
| • GIDB_GC_GROUP        |                       |

The output data files are encoded using the UTF8 format by default, but on-premises customers can specify a different character encoding for exported files (see [Schedule and other export job settings](#)).

## Export views

You can configure Genesys Info Mart so that it exports your data from *export views*, which represent a frozen snapshot of the Info Mart schema at the time the export views were created. Using export views means that the export will always include the same tables and columns, regardless of any schema changes that may occur as a result of Genesys Info Mart upgrades and database migrations.

The export views include all the tables listed [above](#), including the custom user-data tables you might have created, provided the length of the table name is no more than 26 characters.

Using export views frees you from the need to continually update your target database and consumption queries to ensure consistency with a migrated Info Mart schema. For example, without export views, new columns added to a table that gets exported would break an import query that selects all columns from the exported table, unless you have also added the corresponding columns in the target database.

Be aware that using export views means that the export will not reflect *any* changes that may have occurred in the Info Mart schema since the export views were created, including deletion or renaming of tables or columns, which might affect how Genesys Info Mart populates certain data.

You can update your export views if you migrate to a later release of Genesys Info Mart and identify that it provides new data that you want to be included in your export. For information about Info Mart schema changes between releases, see [New in the Info Mart Database](#) and [Summary of Info Mart Schema Changes](#).

### Important

Before your export views are refreshed, ensure that your consumption queries and target database are ready to process the additional data. For information about creating or updating your target database schema, see [Target database](#), below.

## Creating and using export views

To create or update export views for your on-premises deployment, run the migration job from the command line with the **make-export-views** parameter. For example:

```
gim_etl_server.bat -host localhost -port 8000 -app <app> -job Job_MigrateGIM -make-export-views
```

Genesys Info Mart will create export views of the schema that was in effect before the migration job was run.

After you have created export views, set the use-export-views configuration option to `true`. Future runs of the export job will use the export views to export data.

## Schedule and other export job settings

The export job does not run as part of the ETL schedule. Configuration options in the **[schedule]** section—namely, `export-schedule` and `run-export`—enable you to schedule the export job to run regularly. You cannot run the export job on an ad hoc basis from GIM Manager. By default, the export runs at 00:20, 08:20, and 16:20 every day. Genesys recommends that the export schedule should not be any more frequent than every 30 minutes.

Options in the **[gim-export]** section enable you to control many aspects of `Job_ExportGIM` functioning, such as the export chunk size, retry behavior, and export file encoding. For full information, see the [gim-export Section](#) page in the *Genesys Info Mart Options Reference*.

## File/directory structure

The export is incremental and uses special audit keys to identify changes in data since the last

export. At each export, a chunk of exported data is written into a separate folder that is named according to the following naming convention: `export_XXX`

where XXX consists of:

- an audit key identifier (*audit key high-water mark*)
- the maximum date of data contained in all previous exports and this export, in GMT time zone, written in the `YYYY_MM_DD_HH_MI_SS` format.

The output folder contains several `.zip` files, as follows:

- **export\_XXX.zip** — zip file with exported data. Each table is stored in a separate file with a file name in the format **<table-name>.csv**—for example, **interaction\_fact.csv**. Within a `.csv` file, a header line identifies the table column names. Note that, within the exported `.csv` files, nulls and empty strings are represented as empty fields.
- **export\_XXX.zip.sha1** — checksum for **export\_XXX.zip**. The checksum can be validated by `sha1sum` program (<https://en.wikipedia.org/wiki/Sha1sum>) and is used to verify that the `.zip` file is complete on the receiving side.
- **export\_XXX.extracted.xml** — metadata about **export\_XXX.zip**.

### Important

The subfolder **.gim** is reserved for internal use.

Checksums are also generated for each individual table `.csv` file. If a table does not have any changes since the last export, nothing is written for that table.

## Export metadata file

The **export\_XXX.extracted.xml** metadata file includes information about the export file, as shown in the example below.

### Example

```
<info>
<created-ts>1521091600</created-ts>
<gim-schema-version>8.5.009.15</gim-schema-version>
<gim-version>8.5.009.20</gim-version>
<hwm-from audit-key="13" created-ts="1520919983"/>
<hwm-to audit-key="200074" created-ts="1520995485"/>
<max-data-ts>1521006157</max-data-ts>
</info>
```

Where:

- `created-ts` — The UTC timestamp, in seconds since January 1, 1970, for the execution of the export.
- `gim-schema-version` — The version of the Info Mart database schema used to populate the tables; if export views are used, this schema version is not necessarily the same as the schema version reflected by the export views and actually used for the export.

- `gim-version` — The version of Genesys Info Mart Server that created the export files.
- `hwm-from` — The starting point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `hwm-to` — The ending point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `max-data-ts` — The maximum time, in UTC seconds, of the data contained in all previous exports and this export.

The `hwm-to` and `hwm-from` values must match between successive export runs. Use them to verify that no intermediate export file has been missed on the receiving side. For example, the next export following the example .xml file above is supposed to have `hwm-from audit-key = 200074`.

The maximum time span of data in any single export file is one day. For example, if historical reporting was not available for two days (because, for instance, the server or database has been down), the export will continue from the last exported high-water mark and move ahead one day in the data. The next export will continue from there, exporting no more than one day at a time, until the export has caught up with the current data.

## Target database

Genesys provides an SQL script to assist you in creating a target schema into which to import the exported Info Mart data. (The script is **`update_target_gim_db.sql`**, **`update_target_gim_db_partitioned.sql`**, **`update_target_gim_db_multilang.sql`**, or **`update_target_gim_db_multilang_partitioned.sql`** in the **`sql_scripts`** folder in your Genesys Info Mart installation package.) Execute the script against your target database to create a schema consistent with the Info Mart schema. Be sure to use an **`update_target_*.sql`** script from the Genesys Info Mart installation package that is currently installed or that you are about to deploy.

You can also use the script to migrate your target database if the Info Mart database schema changes after you have set up your target database, and either you are not using export views or your export views have been updated to include the schema changes. The **`update_target_*.sql`** script enables you to migrate your target database directly from any Info Mart schema version to any later schema version, by updating the target schema with new tables or columns if they are missing.

When to run the **`update_target_*.sql`** script to migrate your target schema following an Info Mart migration depends on your business needs, import processing, and consumption queries, as well as on whether you are using export views.

- If you are not using export views, you might need to update your target schema and/or modify your import and other consumption queries almost immediately, before you try to import the next batch of exported data.
- If you are using export views, you can choose whether you want your export to include new data available in the Info Mart database. If you do, you can continue to export data using the existing export views, while you prepare your consumption queries (for example, you can test adjusted queries against the migrated Info Mart database).  
When you are ready, migrate your target schema by executing the **`update_target_*.sql`** script from the Genesys Info Mart installation package that is currently installed. Then run the migration job to refresh your export views, as described [above](#).

### Custom user-data tables—limitation

While the export job does export custom user-data tables, the **update\_target\_\*.sql** script does not include custom tables. You must create or migrate custom user-data tables separately in your target schema.

## Consumption

The exported table data typically contains a mix of created and updated rows. For this reason, you should merge newly exported data with existing data loaded from prior exports. For example, first, load the export files into a temporary table and then use an SQL merge statement based on the primary key for the table to merge the data into a permanent target table that holds the cumulative data from prior exports.

Process the export folders in order by folder name.

If necessary, you can restart the export data stream from the beginning or from a fixed date. Also, you can re-export a time span backwards from the most recent export.