Genesys Info Mart Physical Data Model for an Oracle Database

Table CALL_RESULT

12/18/2025

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

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.