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Genesys Info Mart Physical Data Model for an Oracle Database

Table POST_CALL_SURVEY_DIM_4

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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_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.