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Genesys Info Mart Physical Data Model for an Oracle Database

Table SDR_EXT_SERVICE_OUTCOME

12/19/2025

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 CHAR)		X		NO_VALUE

Table SDR_EXT_SERVICE_OUTCOME

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.