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Genesys Info Mart Physical Data Model for an Oracle Database

Table SDR_MILESTONE

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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

Table SDR_MILESTONE

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.