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Genesys Info Mart Physical Data Model for an Oracle Database

Table SDR_SURVEY_SCORES

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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

Table SDR_SURVEY_SCORES

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.