Genesys Info Mart Physical Data Model for a PostgreSQL Database

What's New in the Documentation

12/16/2025

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The following information is new or has changed significantly since earlier versions of this document. The most recent changes appear first.

> ## Important
>
> Starting with release 8.5.014.14 on August 30, 2019, Genesys Info Mart is part of 9.0. This document is valid only for the 8.5 releases of this product before Genesys Info Mart was part of 9.0. For 8.5 releases of Genesys Info Mart after August 30, 2019, see the Current version of this document for your RDBMS.

- The GPM_DIM1 dimension table and nine new columns in the GPM_FACT table have been added in release 8.5.014.09, to store the new KVPs for enhanced reporting on Genesys Predictive Routing (GPR). In addition, the description of the GPM_RESULT column in the GPM_RESULT table has been updated to include additional values. The GPM_DIM1 dimension table has been added to the list of tables included in Data Export.

- The CHAT_THREAD_FACT and MEDIA_ORIGIN tables have been added in release 8.5.014.09, to support Chat Thread reporting. In addition, a new column in the CHAT_SESSION_FACT table, THREAD_ID, has been included for future use. The CHAT_THREAD_FACT and MEDIA_ORIGIN tables have been added to the list of tables included in Data Export, as well.

- A note has been added to the ANCHOR_FLAGS table description to clarify that the data stored in this table doesn't apply to new Chat Thread reporting.

- The END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY were added to the SM_MEDIA_NEUTRAL_STATE_FACT table in release 8.5.013.06.

- The CDR_FACT and CDR_DIM1 tables have been added in release 8.5.013.06, in preparation for support of Call Detail Record (CDR) reporting. The CDR_FACT table has been added to the list of tables included in Data Export, as well. In the CTL_GDPR_HISTORY table description, the CDR_FACT table columns ANI and DNIS have been added to the list of columns that potentially contain personally identifiable information (PII).

- Missing or incorrect partition keys have been corrected in the list of partitioned GIDB tables on the Info Mart Partitioning page.

- The following new tables have been added in release 8.5.012.15, to store data from CX Contact about contact list records that were suppressed from an outbound campaign. The LDR_* tables have been added to the list of tables included in Data Export as well.
  - LDR_FACT
  - LDR_CAMPAIGN
  - LDR_DEVICE
  - LDR_GROUP
  - LDR_LIST
  - LDR_POSTAL_CODE
  - LDR_RECORD

- In the CTL_GDPR_HISTORY table description, the LDR_FACT table columns CLIENT_ID and CONTACT_INFO have been added to the list of columns that potentially contain personally identifiable information (PII).

- Descriptions have been added for the five COBROWSE_* tables in preparation for future support for Co-browse reporting. The COBROWSE_* tables have been added to the list of tables included in Data

Export as well.

- Information about the Data Export capability has been expanded on the About Data Export Capability page, as a result of Genesys Info Mart adding on-premises support for this capability in release 8.5.011.22.

- The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1.

- A new page, Summary of Info Mart Schema Changes, summarizes the changes that have occurred in the Info Mart schema since release 8.1. The changes can be sorted or filtered by release, table, column, or type of change (table added, column modified, and so on).

- The following tables have been added, to support the reporting on chat session and chat bot activity that was introduced in release 8.5.011:
  - CHAT_SESSION_FACT
  - CHAT_SESSION_DIM
  - BGS_SESSION_FACT
  - BGS_SESSION_DIM
  - BGS_ BOT_DIM
  - BGS_ BOT_NAME_DIM

- The START_DATE_TIME_KEY in the GPM_FACT table was made part of the composite primary key, even in nonpartitioned databases.

- To cover support for employee General Data Protection Regulation (GDPR) requests introduced in release 8.5.010.16, the descriptions of the CTL_GDPR_HISTORY table and columns have been extended.

- The UPDATE_AUDIT_KEY column was added to the following tables in release 8.5.010.16:
  Extension:DynamicPageList (DPL), version
  2.01 : Warning: No results.

- To support GDPR compliance, a description of the CTL_GDPR_HISTORY table has been added.

- For support of alternative data streams:

  - A new column, HWM_VALUE2 has been added to the CTL_TRANSFORM_HISTORY table. The AUDIT_KEY column was added in a previous release.

- To extend support for Callback reporting:

  - Two new dimension tables, CALLBACK_DIAL_RESULTS and CALLBACK_DIM_4 have been added. Lists of tables, indexes, and references—including the list of tables included in Data Export—have been updated to include the new tables.

  - The following new columns have been added to the CALLBACK_FACT table:

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_C_CONNECTED
CALLBACK_DIM_4_KEY	FIRST_OUT_IXN_ID	PRIORITY_WHEN_CB_ACCEPTED
CUSTOMER_ANI	LAST_OUT_IXN_ID	SERVICE_END_TS
DIAL_1_TS through DIAL_5_TS	ORIGINATION_IXN_ID	WAITED_BEFORE_OFFER_TIME
EWT_THRESHOLD_WHEN_OFFERED	ORS_SESSION_ID	
EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL	
	PRIORITY_WHEN_A_CONNECTED	

- The default value has been removed from GPM_FACT.MESSAGE.

- To support reporting on Genesys Predictive Routing, descriptions of four new **GPM_*** tables have been added:

  - GPM_FACT

- GPM_RESULT

- GPM_PREDICTOR

- GPM_MODEL

Lists of tables, indexes, and references—including the list of tables included in Data Export—have been updated to include the new tables.

- To support reporting on interaction flows that involve applications developed with Genesys Designer, for which support is available in certain Genesys Engage cloud deployments:

  - Descriptions of the SDR_* tables have been added to this document.

  - Error code 26 has been added to INTERACTION_FACT.STATUS and STG_TRANSFORM_DISCARDS.CODE

- For Genesys Callback support, descriptions of the following columns have been updated to indicate new, additional values:

  - INTERACTION_TYPE.INTERACTION_SUBTYPE (OutboundCallback) and INTERACTION_SUBTYPE_CODE (OUTBOUNDCALLBACK)

  - TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT (Deferred and Incomplete) and TECHNICAL_RESULT_CODE (DEFERRED and INCOMPLETE)

  - TECHNICAL_DESCRIPTOR.RESULT_REASON (CallbackAccepted) and RESULT_REASON_CODE (CALLBACKACCEPTED)

- Description of a new column, USERDATA_FLAG, has been added to the MSF table. The column indicates that user data is attached to the MSF record. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.

- A new fact table, SM_MEDIA_NEUTRAL_STATE_FACT, has been added to support reporting on media-neutral agent states. (The table has not yet been added to the Facts subject area diagram.)

- The new user-data propagation rule, IRF_INITIAL, has been added to the list of valid values for the PROPAGATION_RULE column in the CTL_UD_TO_UDE_MAPPING control table.

- ANCHOR_FLAGS table:

  - Description of a new flag, CUSTOMER_LEFT_FIRST, has been added. The flag indicates which party ended a chat session.

  - The value in the following columns will always be 0 unless populate-thread-facts = true:

    - FIRST_ENGAGE_FOR_AGENT_THRD

    - FIRST_REPLY_FOR_AGENT_THRD

    - FIRST_ENGAGE_THRD

- A note has been added to the MEDIATION_SEGMENT_FACT (MSF) table description that, starting with release 8.5.003, Genesys Info Mart populates an MSF record for the starting Interaction Queue of an Inbound Interaction, even if populate-mm-ixnqueue-facts is configured to false.

- INTERACTION_RESOURCE_FACT (IRF) table:

  - Descriptions of two new columns, FOCUS_TIME_COUNT and FOCUS_TIME_DURATION, have been added. These columns enable reporting on the time that a particular interaction has been in focus (that is, actively being processed) on the agent desktop. If data regarding agent's focus time is provided by the agent desktop for this particular interaction, the count is increased in the FOCUS_TIME_COUNT column; otherwise, the value is 0. FOCUS_TIME_DURATION indicates the total time that the agent spent actively processing the interaction, as reported by the agent desktop.

  - Descriptions of two new columns, ASM_COUNT and ASM_ENGAGE_DURATION, have been added.

These columns enable reporting on the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) separately from regular talk time. The columns are populated only in Outbound VoIP environments, with Outbound Contact campaigns running in an ASM dialing mode, if the new configuration option, *No results*, is set to `true`

- The ANCHOR_FLAGS_KEY column description has been updated to account for the role this column now plays in indicating which party ended a chat session.

- Clarification has been added that in release 8.5.004, the name of the IRF_ANCHOR_SENT_TS column (which had been changed from IRF_ANCHOR_DATE_TIME_KEY in release 8.5.003) was further changed to IRF_ANCHOR_TS. The purpose of the column has been expanded. For chat interactions, the column now stores the time when the customer left the chat, or the time when the agent stopped the chat session, if data about the party that ended a chat session is available from Interaction Concentrator.

- Clarification has been added that in release 8.5.003, the name of the IRF_ANCHOR_DATE_TIME_KEY column was changed to IRF_ANCHOR_SENT_TS. For offline multimedia interactions, this field was populated with the time when the first response left the contact center. This field was populated only if IRF.IRF_ANCHOR had a value of 2. This field was set to NULL for all other IRFs that were associated with the same interaction.

- The description of a previously reserved column, LAST_INTERACTION_RESOURCE, has been updated. The column is supported for voice interactions in release 8.5.003 and is supported for all media types starting with release 8.5.004. This field is set to 1 for a single IRF out of all IRF records that are associated with a given interaction, to indicate the last resource to enter the interaction. This field is set to 0 for all other IRFs that are associated with the same interaction.

- CONS_INIT_TALK_COUNT, CONS_RCV_RING_COUNT, CONS_RCV_RING_DURATION, CONS_RCV_TALK_COUNT, and CONS_RCV_TALK_DURATION now also apply to chat consultations.

- The CUSTOMER_*_COUNT and CUSTOMER_*_DURATION metrics that specifically exclude voice and email consultations (for example, CUSTOMER_RING_COUNT) also exclude chat consultations.

- A note has been added to CONS_INIT_TALK_DURATION to confirm that, even if CONS_INIT_TALK_COUNT is nonzero, CONS_INIT_TALK_DURATION does not apply to chat consultations to avoid double-counting, because the agent who initiated the consultation continued to be active in the chat with the customer for the whole time.

- A newly introduced value, `Person`, has been added to the list of values for the RESOURCE_.RESOURCE_SUBTYPE column.

- In the INTERACTION_TYPE table, InternalConferenceInvite (and INTERNALCONFERENCEINVITE) have been added to the INTERACTION_SUBTYPE (and INTERACTION_SUBTYPE_CODE) columns.

- CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY columns have been added in the IRF_USER_DATA_CUST_1, IRF_USER_DATA_GEN_1, and IRF_USER_DATA_KEYS tables.

- In the TECHNICAL_DESCRIPTOR table, `IntroducedTransfer` (and INTRODUCEDTRANSFER) have been added to the list of possible values in the RESULT_REASON (and RESULT_REASON_CODE) and ROLE_REASON (and ROLE_REASON_CODE) columns.

- In the information about Info Mart Partitioning, the GIDB Fact Tables section notes that two options introduced in release 8.1.402.07, partitioning-interval-size-gidb-mm and partitioning-interval-size-gidb-ocs, enable you to tailor partition sizes to suit the characteristics of your deployment, to improve performance.