Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table CALL_RESULT

12/16/2025

Table CALL_RESULT

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

> **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
CALL_RESULT_KEY	integer	X	X		
CALL_RESULT	varchar(32)				
CALL_RESULT_CODE	varchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

CALL_RESULT_KEY

The surrogate key that is used to join this dimension table to the fact tables.

CALL_RESULT

The description of the call result. This value can change with localization.

The following are possible values:

None	Fax Detected	SIT Detected
Abandoned	Forwarded	SIT IC (Intercept)
Agent CallBack Error	General Error	SIT Invalid Number
All Trunks Busy	Group CallBack Error	SIT NC (No Circuit)
Answer	Held	SIT RO (Reorder)
Answering Machine Detected	No Answer	SIT Unknown Call State
Bridge	No Dial Tone	SIT VC (Vacant Code)
Busy	No Established Detected	Stale
Call Drop Error	No Port Available	Switch Error
Cancel Record	No Progress	System Error
Cleared	No RingBack Tone	Transfer Error
Conferenced	NU Tone	Transferred
Consult	Ok	Unknown Call Result
Converse-On	Overflowed	Wrong Number
Covered	Pager Detected	Wrong Party
Deafened	Picked	
Dial Error	Queue Full	
Do Not Call	Redirected	
Dropped	Remote Release	
Dropped On No Answer	Silence	

CALL_RESULT_CODE

The code for the call result description. This value does not change with localization.

The following are possible values:

NONE	DEAFENED	NO_RINGBACK_TONE
ABANDONED	DIAL_ERROR	NU_TONE
AGENT_CALLBACK_ERROR	DO_NOT_CALL	OK
ALL_TRUNKS_BUSY	DROPPED	OVERFLOWED
ANSWER	DROPPED_ON_NO_ANSWER	PAGER_DETECTED
ANSWERING_MACHINE_DETECTED	FAX_DETECTED	PICKED
BRIDGE	FORWARDED	QUEUE_FULL
BUSY	GENERAL_ERROR	REDIRECTED
CALL_DROP_ERROR	GROUP_CALLBACK_ERROR	REMOTE_RELEASE
CANCEL_RECORD	HELD	SILENCE
CLEARED	NO_ANSWER	SIT_DETECTED
CONFERENCED	NO_DIAL_TONE	SIT_IC
CONSULT	NO_ESTABLISHED_DETECTED	SIT_INVALID_NUMBER
CONVERSE_ON	NO_PORT_AVAILABLE	SIT_NC
COVERED	NO_PROGRESS	SIT_RO

SIT_UNKNOWN_CALL_STATE	SYSTEM_ERROR	WRONG_NUMBER
SIT_VC	TRANSFER_ERROR	WRONG_PARTY
STALE	TRANSFERRED	
SWITCH_ERROR	UNKNOWN_CALL_RESULT	

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.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.