Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table CHAT_THREAD_FACT

12/16/2025

Table CHAT_THREAD_FACT

Description

Introduced: 8.5.014.09

In partitioned databases, this table is partitioned.

This table is populated in cloud deployments with Advanced Chat. Each row in this table describes a chat thread, providing accumulated statistics for all chat sessions within a thread, in a deployment with Advanced Chat.

Each fact is based on user data about the chat thread sent in an Interaction Server reporting event when a particular chat session ends. Genesys Info Mart extracts the KVP data from the G_USERDATA_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT_THREAD_FACT record. Rows are inserted on receipt of the reporting event; rows are updated when a subsequent reporting event is received about a new chat session that is part of the same thread. The chat statistics reported in each record are summarized by thread and are not connected to specific agents.

The THREAD_ID links the CHAT_THREAD_FACT record with the related CHAT_SESSION_FACT.

Terminology note

The meanings of terms such as *interaction, session, thread,* and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT_SESSION_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_SESSION_FACT records is always referred to as a *session.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction,* and the term *session* could have a different meaning (see next bullet).
- For the CHAT_THREAD_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_THREAD_FACT records is always referred to as a *thread.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, these linked

interactions, or threads, are referred to as *sessions* or *conversations.* As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

> ### 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
THREAD_ID	varchar(64)	X	X		
START_DATE_TIME_KEY	integer	X	X	X	
END_DATE_TIME_KEY	integer		X	X	
TENANT_KEY	integer		X	X	-2
SESSIONS_COUNT	integer		X		0
HANDLE_DURATION	integer		X		0
AGENTS_COUNT	integer		X		0
ENGAGEMENTS_COUNT	integer		X		0
AGENT_REPLY_DURATION	integer		X		0
MSG_FROM_AGENTS	integer		X		0
MSG_FROM_AGENTS_SIZE	integer		X		0
MSG_FROM_CUSTOMERS	integer		X		0
MSG_FROM_CUSTOMERS_SIZE	integer		X		0
MEDIA_TYPE_KEY	integer		X	X	-2
MEDIA_ORIGIN_KEY	integer		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

THREAD_ID

Based on KVP: thread_Id

Identifier of the thread that the chat session is part of.

START_DATE_TIME_KEY

Based on KVP: cse_ChatThreadStartedAt

Identifies the start of a 15-minute interval in which the first session within the chat thread was initiated. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone. In combination with THREAD_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

END_DATE_TIME_KEY

Based on KVP: ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the most recent session within the chat thread ended or was rejected. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone.

TENANT_KEY

Based on KVP: csg_TenantId

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

SESSIONS_COUNT

Based on KVP: thrd_SessionsCount

The number of sessions in the thread.

HANDLE_DURATION

Based on KVP: thrd_HandleTime

The total time (in seconds) that at least one agent was connected to the thread. This value is calculated as the sum of CHAT_SESSION_FACT.HANDLE_DURATION values for all chat sessions that are part of the thread.

AGENTS_COUNT

Based on KVP: thrd_PartiesAsAgentCount

The number of unique agents that handled interactions within the thread.

ENGAGEMENTS_COUNT

Based on KVP: thrd_EngagementsCount

The number of engagements, manifested as occurrences of Agent Join events when an agent was in active mode and performed some customer-related actions in the chat (for example, typed a message).

AGENT_REPLY_DURATION

Based on KVP: thrd_AgentReplyTotalTime

The amount of time elapsed between a client's message and a subsequent agent's message, summarized throughout the thread.

MSG_FROM_AGENTS

Based on KVP: thrd_MessagesFromAgentsCount

The total number of agents' messages in the thread.

MSG_FROM_AGENTS_SIZE

Based on KVP: thrd_MessagesFromAgentsSize

The total size of agents' messages in the thread, expressed as the number of characters, including spaces.

MSG_FROM_CUSTOMERS

Based on KVP: thrd_MessagesFromCustomersCount

The total number of client messages in the thread.

MSG_FROM_CUSTOMERS_SIZE

Based on KVP: thrd_MessagesFromCustomersSize

The total size of client messages in the thread, expressed as the number of characters, including spaces.

MEDIA_TYPE_KEY

Based on KVP: csg_MediaType

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables, to indicate the type of media.

MEDIA_ORIGIN_KEY

Based on KVP: csg_MediaOrigin

The surrogate key that is used to join the MEDIA_ORIGIN dimension to the fact tables, to indicate where the chat originated.

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

CODE	U	C	Description
I_CHAT_THREAD_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_CHAT_THREAD_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.