Genesys Info Mart Deployment Guide

Mapping User Data Worksheet

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Mapping User Data Worksheet

Use the following worksheet to map KVPs to predefined or custom user-data fact or dimension tables in the Info Mart schema. Keep this information, so that you can refer to it during deployment and when you need to re-install or upgrade Genesys Info Mart.

In the following worksheet:

- All the KVP names that are identified as Genesys-defined are predefined names for data that is attached by Genesys solutions — such as Enterprise Routing and Outbound Contact — and should not be changed.

- For the KVPs that are listed in the **Genesys-defined KVPs that are mapped by default** table below, the mapping to Genesys Info Mart user-data tables is specified by default.

- For the KVPs that are listed in the **Genesys-defined KVPs that are not mapped by default** table below, you must specify the mapping to user-data fact or dimension tables if you want Genesys Info Mart to store these KVPs for your reporting.

- You can add other KVPs that are generated in your contact center environment if you require them for your reports — either instead of, or in addition to, the listed KVPs. The **Other KVPs that are not mapped by default** table provides room for you to record custom mappings. The placeholder entries in this section have been provided to help you to match information to equivalent placeholders in the user-data template script, which you use to customize the Info Mart database schema (see Customizing the User Data Template). In multi-language databases, do not use non-Latin Unicode characters for custom table and column names.

- Genesys Info Mart does not require the mapping of KVPs to user-data tables to be one-to-one. You can supplement default mappings or further customize custom mappings by mapping a particular KVP to more than one user-data fact or dimension table.

- Because Genesys Info Mart uses special logic to process certain KVPs that are attached by URS, a separate table groups the relevant keys (**Genesys-defined Routing KVPs**).

Important

- If you provide customized mapping of KVPs to user-data dimension tables, be aware of possible RDBMS-related limitations regarding the length of KVP values. For more information, see RDBMS Considerations.

- You must configure Interaction Concentrator to store the **IApplication** KVP, even if you do not choose to map **IApplication** to a user-data table for your reporting purposes.

- In your deployment, if the value of the **Business Result** KVP can be changed after the interaction is completed, change the Business Result propagation rule that is stored in the Info Mart database to **PARTY.** Otherwise, Genesys Info Mart will ignore Business Result values that are defined during after call work (ACW).

  For more information about the propagation rules, see Propagation Rules.

KVP Name	Propagation Rule	Info Mart Database Target			
		Genesys-defined KVPs that are mapped by default			
Table Name	**Column Name**	**Data Type**	**Default Value**		
CaseID	CALL		CASE_ID	Character	DEFAULT_CASE_ID
CustomerID	CALL		CUSTOMER_ID	Character	DEFAULT_CUSTOMER_ID
GSW_CALL_ATTEMPT_GUID	CALL		GSW_CALL_ATTEMPT_GUID	Character	Null
(Starting with release 8.5.011.18) GSW_CALL_TYPE	CALL	IRF_USER_DATA_GEN_1	GSW_CALL_TYPE	Character	Null
IPurpose	IRF		IPURPOSE	Character	Null
Revenue	CALL		REVENUE	Character	Null
Satisfaction	CALL		SATISFACTION	Character	Null
ServiceObjective	CALL		SERVICE_OBJECTIVE	Character	Null
(Starting with release 8.5.015.14) GVP-Session-ID	IRF_FIRST_UPDATE		GVP_SESSION_ID	Character	Null
Business Result	CALL		BUSINESS_RESULT	Character	DEFAULT_BUSINESS_RESULT
CustomerSegment	CALL	INTERACTION_DESCRIPTOR	CUSTOMER_SEGMENT	Character	DEFAULT_CUSTOMER_SEGMENT
ServiceType	CALL		SERVICE_TYPE	Character	DEFAULT_SERVICE_TYPE
ServiceSubType	CALL		SERVICE_SUBTYPE	Character	DEFAULT_SERVICE_SUBTYPE
_CB_SERVICE_ID	CALL	IRF_USER_DATA_GEN_1	SERVICE_ID	Character	0
_CB_T_SERVICE_START	CALL		SERVICE_START_TS	Integer	0

KVP Name	Propagation Rule	Info Mart Database Target
		Genesys-defined Routing KVPs

KVP Name	Propagation Rule	Info Mart Database Target			
Table Name	**Column Name**	**Data Type**	**Default Value**		
RRequestedSkillCombination		REQUESTED_SKILL (all columns), REQUESTED_SKILL_ COMBINATION	SKILL_COMBINATION_ STRING	Character	Unspecified
RStrategyName		STRATEGY	STRATEGY_NAME	Character	Unknown
RTargetObjectSelected			AGENT_GROUP_NAME	Character	UNSPECIFIED
RTargetObjectSelected			PLACE_GROUP_NAME	Character	UNKNOWN
RTargetObjectSelected			SKILL_EXPRESSION	Character	UNSPECIFIED
RTargetObjectSelected		ROUTING_TARGET	TARGET_OBJECT_ SELECTED	Character	UNSPECIFIED
RTargetTypeSelected			ROUTING_TARGET_ TYPE	Character	Unspecified

KVP Name	Propagation Rule	Info Mart Database Target			
		Genesys-defined KVPs that are not mapped by default			
Table Name	**Column Name**	**Data Type**	**Default Value**		
(Before release 8.5.011.18) GSW_CALL_TYPE				Character	
IApplication				Character	
IResult				Character	
IResultReason				Character	
ISpeechRecognition				Character	
ITextToSpeech				Character	

KVP Name	Propagation Rule	Info Mart Database Target			
		Other KVPs that are not mapped by default			
Table Name	**Column Name**	**Data Type**	**Default Value**		
Custom User Data Fact Table (for high-cardinality KVPs): <IRF_USER_DATA_CUST_1>					
User Data Columns: <CUSTOM_DATA_N>					
Note: Data types can be character, numeric, or date/time.					

KVP Name	Propagation Rule	Info Mart Database Target			
<CustomData*N*>					

Custom User Data Dimension Table (for low-cardinality KVPs): <USER_DATA_CUST_DIM_1>

User Data Columns: <DIM_ATTRIBUTE_*N*>   Primary Key: <ID>   Foreign Key: <CUSTOM_KEY_1>

<DIM_ATTRIBUTE_*N*>			Character	
			Character	
			Character	
			Character	
			Character	