Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Table BOT_INTENT

12/15/2025

Table BOT_INTENT

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) bot session facts to be described based on attributes of the intent detected by the bot during the bot session, such as "Book ticket" or "Close account". Each row describes one intent, or what it is that the customer wants to do.

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	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
INTENT	nvarchar(255)		X		NO_VALUE

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.

INTENT

The customer's intent, which is a possible outcome of the bot session.

Index List

CODE	U	C	Description
I_BOT_INTENT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BOT_INTENT

Field	Sort	Comment
INTENT	Ascending	

Subject Areas

No subject area information available.