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

Table LDR\_RECORD

12/15/2025

# Table LDR\_RECORD

## Description

**Introduced:** 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the contact list records, such as contact information type, record type, record status, and disposition.

### 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 |         |
| CONTACT_INFO_TYPE | nvarchar(32)  |   | X |   | unknown |
| RECORD_TYPE       | nvarchar(32)  |   | X |   | unknown |
| RECORD_STATUS     | nvarchar(32)  |   | X |   | unknown |
| DISPOSITION       | nvarchar(255) |   | X |   | unknown |

## ID

The primary key of this table. This ID is referenced from other tables as LDR\_RECORD\_KEY.

## 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.

## CONTACT\_INFO\_TYPE

The type of the contact device. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

## RECORD\_TYPE

The type of the record from the contact list. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

## RECORD\_STATUS

The status of the record from the contact list. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

## DISPOSITION

The reason for filtering out the record from the campaign during the pre-loading phase, as reported by CX Contact.

## Index List

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

## Index I\_LDR\_RECORD

| Field             | Sort      | Comment |
|-------------------|-----------|---------|
| CONTACT_INFO_TYPE | Ascending |         |
| RECORD_TYPE       | Ascending |         |
| RECORD_STATUS     | Ascending |         |
| DISPOSITION       | Ascending |         |

## Subject Areas

No subject area information available.