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

Table POST\_CALL\_SURVEY\_DIM\_4

## Table POST\_CALL\_SURVEY\_DIM\_4

### Description

**Introduced:** 8.5.003. Supported in certain deployments only.

**Modified:** 8.5.010 (in Microsoft SQL Server, data type for the SURVEY\_IQ\* columns modified in single-language databases and for the SURVEY\_SQ\* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST\_CALL\_SURVEY\_DIM\_\* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make\_gim\_post\_call\_survey\*.sql** script to add these tables to the schema.

### Important

**Note for customers using Data Export Capability:** If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update\_target\*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

### 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 |   |          |
| TENANT_KEY       | int           |   | X | X |          |
| CREATE_AUDIT_KEY | numeric(19)   |   | X | X |          |
| SURVEY_SQ8       | nvarchar(170) |   | X |   | NO_VALUE |
| SURVEY_SQ9       | nvarchar(170) |   | X |   | NO_VALUE |
| SURVEY_SQ10      | nvarchar(170) |   | X |   | NO_VALUE |
| SURVEY_IQ5       | nvarchar(32)  |   | X |   | -1       |
| SURVEY_IQ6       | nvarchar(32)  |   | X |   | -1       |

### ID

The primary key for this table.

### TENANT\_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION\_RESOURCE\_ID value. This value can be used to restrict data access.

### 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.

### SURVEY\_SQ8

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

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**Based on KVP:** survey\_sQ8

The answer from the caller to String-response question 8 during a post-call survey.

## SURVEY\_SQ9

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_sQ9

The answer from the caller to String-response question 9 during a post-call survey.

## SURVEY\_SQ10

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

**Based on KVP:** survey\_s10

The answer from the caller to String-response question 10 during a post-call survey.

## SURVEY\_IQ5

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iQ5

The answer from the caller to Integer-response question 5 during a post-call survey.

## SURVEY\_IQ6

**Modified:** 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

**Based on KVP:** survey\_iQ6

The answer from the caller to Integer-response question 6 during a post-call survey.

## Index List

| CODE                     | U | C | Description           |
|--------------------------|---|---|-----------------------|
| I_POST_CALL_SURVEY_DIM_4 |   |   | Improves access time. |

### Index I\_POST\_CALL\_SURVEY\_DIM\_4

| Field       | Sort      | Comment |
|-------------|-----------|---------|
| TENANT_KEY  | Ascending |         |
| SURVEY_SQ8  | Ascending |         |
| SURVEY_SQ9  | Ascending |         |
| SURVEY_SQ10 | Ascending |         |
| SURVEY_IQ5  | Ascending |         |
| SURVEY_IQ6  | Ascending |         |

### Subject Areas

No subject area information available.