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

Table REQUESTED_SKILL_COMBINATION

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SKILL_COMBINATION_STRING and SKILL_COMBINATION_AUX_KEY columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

> **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
SKILL_COMBINATION_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_STRING	nvarchar(255)		X		
SKILL_COMBINATION_AUX_KEY	nvarchar(255)				

Column	Data Type	P	M	F	DV
SKILL_COUNT	smallint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PURGE_FLAG	numeric(1)				

SKILL_COMBINATION_KEY

This is the primary key of this table and the surrogate key that is used to join the REQUESTED_SKILL dimension table to the fact tables.

TENANT_KEY

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

SKILL_COMBINATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
A single string representation of all skills and proficiencies that are requested by the interaction.

SKILL_COMBINATION_AUX_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
This field is internal.

SKILL_COUNT

The count of the number of requested skills.

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.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.