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# Genesys Info Mart Physical Data Model for an Oracle Database

Table DIALING\_MODE

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# Table DIALING\_MODE

## Description

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type for the DIALING\_MODE and DIALING\_MODE\_CODE 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 based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

### 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 |
|-------------------|----------------------|---|---|---|----|
| DIALING_MODE_KEY  | NUMBER(10)           | X | X |   |    |
| DIALING_MODE      | VARCHAR2(32<br>CHAR) |   |   |   |    |
| DIALING_MODE_CODE | VARCHAR2(32<br>CHAR) |   |   |   |    |

Table DIALING\_MODE

| Column           | Data Type  | P | M | F | DV |
|------------------|------------|---|---|---|----|
| CREATE_AUDIT_KEY | NUMBER(19) |   | X | X |    |
| UPDATE_AUDIT_KEY | NUMBER(19) |   | X | X |    |

## DIALING\_MODE\_KEY

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

## DIALING\_MODE

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The dialing mode. This field is set to one of the following values:

- None
- Unknown Dialing Mode
- Predictive
- Progressive
- Preview
- Progressive with seizing
- Predictive with seizing
- Power
- Power with seizing
- Push Preview
- Progressive GVP
- Predictive GVP
- Power GVP

These values change with localization.

## DIALING\_MODE\_CODE

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The dialing mode code. This field is set to one of the following values:

- NONE
- UNKNOWN\_DIALING\_MODE
- PREDICTIVE
- PROGRESSIVE
- PREVIEW
- PROGRESSIVE\_WITH\_SEIZING
- PREDICTIVE\_WITH\_SEIZING
- POWER
- POWER\_WITH\_SEIZING
- PUSH\_PREVIEW
- PROGRESSIVE\_GVP
- PREDICTIVE\_GVP
- POWER\_GVP

This value does not change with localization.

## 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.

## Index List

No indexes are defined.

## Subject Areas

- **Contact\_Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.