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# Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table BGS\_SESSION\_FACT

# Table BGS\_SESSION\_FACT

## Description

**Introduced:** 8.5.011

In partitioned databases, this table is partitioned.

Each row in this table describes a chat bot session managed by Bot Gateway Server (BGS). The statistics reported in each record summarize session activity for a particular bot instance or process.

### Important

BGS is currently available only in restricted release. For more information about including chat bot functionality in your eServices deployment, contact your Genesys account representative.

Each fact is based on application data attributes in a reporting event produced by BGS. BGS generates the event when the bot session ends and publishes the event as a Kafka message. Genesys Info Mart pulls the data directly from Kafka and transforms it to combine the statistics in each event into a single BGS\_SESSION\_FACT record. Rows are inserted once and are not updated.

The MEDIA\_SERVER\_IXN\_GUID links the BGS\_SESSION\_FACT record with the CHAT\_SESSION\_FACT record, as well as with the related INTERACTION\_FACT (IF).

### 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
CBS_ID	varchar(50)	X	X		
START_TS	integer		X		
START_DATE_TIME_KEY	integer	X	X	X	
END_TS	integer		X		
END_DATE_TIME_KEY	integer		X	X	
TENANT_KEY	integer		X	X	-2
MEDIA_SERVER_IXM_GUID	varchar(50)		X		
INTERACTION_SDT	integer		X	X	
DURATION	integer		X		0
MESSAGES_SENT	integer		X		0
MESSAGES_RECEIVED	integer		X		0
MEDIA_TYPE_KEY	integer		X	X	-2
BGS_BOT_NAME_DIM_KEY	integer		X		-2
BGS_BOT_DIM_KEY	integer		X		-2
BGS_SESSION_DIM_KEY	integer		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

### CBS\_ID

The ID assigned by BGS to every bot instance or process connected to the Chat Server session. In combination with START\_DATE\_TIME\_KEY, CBS\_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

### START\_TS

The UTC-equivalent value of the date and time at which the bot session was initiated in BGS, regardless of whether the session was accepted or rejected.

### START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the bot session was initiated in BGS, regardless of whether it was accepted or rejected. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START\_TS timestamp to an appropriate time zone. In combination with CBS\_ID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned

as well as partitioned databases.

## END\_TS

The UTC-equivalent value of the date and time at which the BGS session ended or was rejected.

## END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the BGS session ended or was rejected. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END\_TS timestamp to an appropriate time zone.

## TENANT\_KEY

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

## MEDIA\_SERVER\_IXN\_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate bot session details with chat session details by using the following references:

```
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID =  
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID  
  
AND CHAT_SESSION_FACT.START_DATE_TIME_KEY =  
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

You can also associate bot session details directly with interaction details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =  
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID  
  
AND INTERACTION_FACT.START_DATE_TIME_KEY =  
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

## INTERACTION\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the INTERACTION\_FACT record that is identified by the MEDIA\_SERVER\_IXN\_GUID field. In a partitioned database, INTERACTION\_SDT\_KEY in combination with

## Table BGS\_SESSION\_FACT

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MEDIA\_SERVER\_IXN\_GUID forms the value of the composite primary key for the INTERACTION\_FACT table.

### DURATION

The duration, in milliseconds, of the BGS session.

### MESSAGES\_SENT

The number of messages sent by the bot in the BGS session.

### MESSAGES\_RECEIVED

The number of messages received by the bot in the BGS session.

### MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables. The MEDIA\_TYPE\_KEY references the MEDIA\_TYPE dimension record where the value of the reporting data attribute matches MEDIA\_TYPE.MEDIA\_NAME\_CODE.

### BGS\_BOT\_NAME\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT\_NAME\_DIM dimension to the fact table, to identify the name of the bot used in the session.

### BGS\_BOT\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT\_DIM dimension to the fact table, to identify the category and function of the bot used in the session.

### BGS\_SESSION\_DIM\_KEY

The surrogate key that is used to join the BGS\_SESSION\_DIM dimension to the fact table, to describe characteristics of the session.

### 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

CODE	U	C	Description
I_BGS_SESSION_FACT_SDT			Improves access time, based on the Start Date Time key.

## Index I\_BGS\_SESSION\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.