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

Table ANCHOR_FLAGS

12/14/2025

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Description

Modified: 8.5.004 (CUSTOMER_LEFT_FIRST column added); 8.5.001 (population of FIRST_*_THRD metrics made conditional)

In partitioned databases, this table is not partitioned.

This dimension table contains possible combinations of flags that indicate the first participation of an agent in a particular interaction, in a reply within a particular interaction, in a particular interaction thread, or in a reply within a particular interaction thread, as well as the first participation by any handling resource in the thread. Each row represents the mapping of a distinct combination of values that are actually set in the ANCHOR_FLAGS_KEY field in the INTERACTION_RESOURCE_FACT table by means of a bit mask.

This dimension enables IRFs to be described based on a number of aspects of participation in an interaction thread at the same time, and it enables downstream reporting applications to report thread metrics for agent and other handling resources at the agent level and at the tenant level.

Important

Interaction thread metrics accounted for in the ANCHOR_FLAGS table do not apply to Chat Thread reporting with Advanced Chat.

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
ANCHOR_FLAGS_KEY	int	X	X		
FIRST_ENGAGE_FOR_AGENT_IXN	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_IXN	numeric(1)		X		
FIRST_ENGAGE_FOR_AGENT_THRD	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_THRD	numeric(1)		X		
FIRST_ENGAGE_THRD	numeric(1)		X		
CUSTOMER_LEFT_FIRST	numeric(1)		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

ANCHOR_FLAGS_KEY

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

FIRST_ENGAGE_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into the interaction — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold). Unlike the other flags, which can be set for multimedia interactions only, this flag can also apply to voice interactions.

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set when the agent's first participation in an interaction is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

FIRST_REPLY_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in a reply within the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for the interaction — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). If the interaction contains more

than one OutboundReply, this flag applies to the agent's first participation in any one of them. The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for an interaction might also be the agent's first participation in the interaction, which is indicated in FIRST_ENGAGE_FOR_AGENT_IXN.

FIRST_ENGAGE_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by that agent in any of the interactions in a thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into any one of the interactions in the thread — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold).

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set if the agent's first participation in the interaction thread is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_REPLY_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by the agent in a reply for any of the interactions in the thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for any one of the interactions in the thread — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for a thread might also be the agent's first participation in the thread, which is indicated in FIRST_ENGAGE_FOR_AGENT_THRD.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_ENGAGE_THRD

Indicates whether this is the first participation, by any handling resource, in the interaction thread: 0 = No, 1 = Yes.

This flag is set in the IRF for the handling resource (agent or strategy) that first participates in the thread — for example, when an agent accepts an Inbound interaction, or when a strategy generates an AutoResponse.

IRFs in which this flag is set also have IRF_ANCHOR = 1.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

CUSTOMER_LEFT_FIRST

Introduced: Release 8.5.004
Indicates whether the customer left a chat first: 0 = No, 1 = Yes.

This flag is set in the IRF for each agent engaged in the chat or chat consultation, if data about the party that ended a chat session is available from Interaction Concentrator. In IRFs in which this flag is set, IRF_ANCHOR_TS records the time the customer left the chat.

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

- 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.