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

Table **CHAT_SESSION_DIM**

Table CHAT_SESSION_DIM

Description

Introduced: 8.5.011

Modified: 8.5.011.14 (ASYNC_MODE column added to table and index)

In partitioned databases, this table is not partitioned.

This dimension table allows chat session facts to be described based on characteristics of the session, such as where the session originated and how it ended.

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		
ENDED_BY	nvarchar(50)		X		unknown
ENDED_REASON	nvarchar(50)		X		unknown
LANGUAGE_NAME	nvarchar(50)		X		unknown
MEDIA_ORIGIN	nvarchar(64)		X		unknown

Table CHAT_SESSION_DIM

Column	Data Type	P	M	F	DV
ASYNC_MODE	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CHAT_SESSION_DIM_KEY.

ENDED_BY

Based on KVP: csg_SessionEndedBy

The type of participant that initiated termination of the Chat Server session. Possible values are:

- CLIENT
- AGENT
- SUPERVISOR
- BOT
- SYSTEM

For more information about the meaning of the values, see the [Integrating with Genesys Historical Reporting](#) page in the *eServices Administrator's Guide*.

ENDED_REASON

Based on KVP: csg_SessionEndedReason

The reason the Chat Server session was terminated. Possible values are:

- DISCONNECT
- QUIT
- FORCE
- INACTIVE
- DB_ERROR

For more information about the meaning of the values, and the types of participants for which they apply, see the [Integrating with Genesys Historical Reporting](#) page in the *eServices Administrator's Guide*.

LANGUAGE_NAME

Based on KVP: csg_LanguageName

The name of the language used in the chat session, as defined in the Chat Server application.

MEDIA_ORIGIN

Based on KVP: csg_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

ASYNC_MODE

Introduced: Release 8.5.011.14

Based on KVP: csg_ChatAsyncMode

Identifies whether the chat session is regular (0) or asynchronous (1).

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.

Index List

CODE	U	C	Description
I_CHAT_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CHAT_SESSION_DIM

Field	Sort	Comment
ASYNC_MODE	Ascending	
ENDED_BY	Ascending	
ENDED_REASON	Ascending	
LANGUAGE_NAME	Ascending	
MEDIA_ORIGIN	Ascending	

Subject Areas

No subject area information available.