Genesys Info Mart Physical Data Model for an Oracle Database

Table CALL_RESULT

12/15/2025

Table CALL_RESULT

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CALL_RESULT and CALL_RESULT_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 enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

> **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
CALL_RESULT_KEY	NUMBER(10)	X	X		
CALL_RESULT	VARCHAR2(32 CHAR)				
CALL_RESULT_CODE	VARCHAR2(32 CHAR)				

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

CALL_RESULT_KEY

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

CALL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the call result. This value can change with localization.

The following are possible values:

None	Fax Detected	SIT Detected
Abandoned	Forwarded	SIT IC (Intercept)
Agent CallBack Error	General Error	SIT Invalid Number
All Trunks Busy	Group CallBack Error	SIT NC (No Circuit)
Answer	Held	SIT RO (Reorder)
Answering Machine Detected	No Answer	SIT Unknown Call State
Bridge	No Dial Tone	SIT VC (Vacant Code)
Busy	No Established Detected	Stale
Call Drop Error	No Port Available	Switch Error
Cancel Record	No Progress	System Error
Cleared	No RingBack Tone	Transfer Error
Conferenced	NU Tone	Transferred
Consult	Ok	Unknown Call Result
Converse-On	Overflowed	Wrong Number
Covered	Pager Detected	Wrong Party
Deafened	Picked	
Dial Error	Queue Full	
Do Not Call	Redirected	
Dropped	Remote Release	
Dropped On No Answer	Silence	

CALL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the call result description. This value does not change with localization.

The following are possible values:

NONE	ANSWER	CALL_DROP_ERROR
ABANDONED	ANSWERING_MACHINE_DETECTED	CANCEL_RECORD
AGENT_CALLBACK_ERROR	BRIDGE	CLEARED
ALL_TRUNKS_BUSY	BUSY	CONFERENCED

CONSULT	NO_ESTABLISHED_DETECTED	SIT_INVALID_NUMBER
CONVERSE_ON	NO_PORT_AVAILABLE	SIT_NC
COVERED	NO_PROGRESS	SIT_RO
DEAFENED	NO_RINGBACK_TONE	SIT_UNKNOWN_CALL_STATE
DIAL_ERROR	NU_TONE	SIT_VC
DO_NOT_CALL	OK	STALE
DROPPED	OVERFLOWED	SWITCH_ERROR
DROPPED_ON_NO_ANSWER	PAGER_DETECTED	SYSTEM_ERROR
FAX_DETECTED	PICKED	TRANSFER_ERROR
FORWARDED	QUEUE_FULL	TRANSFERRED
GENERAL_ERROR	REDIRECTED	UNKNOWN_CALL_RESULT
GROUP_CALLBACK_ERROR	REMOTE_RELEASE	WRONG_NUMBER
HELD	SILENCE	WRONG_PARTY
NO_ANSWER	SIT_DETECTED	
NO_DIAL_TONE	SIT_IC	

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.