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Genesys Info Mart Physical Data Model for an Oracle Database

Table `USER_DATA_CUST_DIM_1`

Table USER_DATA_CUST_DIM_1

Description

Modified: 8.5.010 (in Microsoft SQL Server, data type for DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5 modified in single- and multi-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.

USER_DATA_CUST_DIM_1 is included in the schema document for sample purposes only. Tables such as USER_DATA_CUST_DIM_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined, low-cardinality dimensions, based on data that come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The suffix, which is a configurable part of the table name, can range from 1 to 800 in your deployment. The table stores up to five attributes that are based on KVPs that are associated with interactions and are populated according to configurable propagation rules. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued every time that a new combination of the attributes is encountered in interaction data. A join between this table and IRF is performed through the IRF_USER_DATA_KEYS extension table.

Note: Genesys recommends restricting the maximum length of the fields related to user data KVP in dimensional tables to comply with RDBMS limitations. Refer to [RDBMS Considerations](#) in the *Genesys Info Mart Deployment Guide* for more information.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Prior to Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

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	NUMBER(10)	X	X		
TENANT_KEY	NUMBER(10)		X	X	
DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5	VARCHAR2(255 CHAR)		X		none
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

ID

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

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction. Attribute values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

This field supports character values only.

Note: Genesys Info Mart does not support the NVARCHAR2 data type on Oracle. For information about storing Unicode characters in the Info Mart database, see [Multi-Language Support](#) in the *Genesys Info Mart Deployment Guide*.

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_USER_DATA_CUST_DIM_1 X			Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_USER_DATA_CUST_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

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.