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Genesys Info Mart Physical Data Model for an Oracle Database

[View SKILL](#)

View SKILL

Description

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and re-creating it under the same name causes a new row to be issued.

Column List

| Column | Description |
|------------------|---|
| SKILL_KEY | The primary key of this view and the surrogate key that is used to join the SKILL dimension to the fact tables. |
| TENANT_KEY | The surrogate key that is used to join the TENANT dimension to the fact tables. |
| SKILL_NAME | The skill name. |
| 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 used to join to the CTL_AUDIT_LOG dimension. 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. |
| SKILL_CFG_DBID | The skill object identifier in the contact center configuration. |
| START_TS | The UTC-equivalent value of the date and time when the skill was added to IDB, which may differ from when the skill was actually added to contact center configuration. |
| END_TS | The UTC-equivalent value of the date and time when the skill was removed from contact center configuration. |