GENESYS™

Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table AGENT_LOCATION

12/14/2025

Table AGENT_LOCATION

Description

Introduced: 8.5.014.19
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the AGENT_LOCATION_STRING
column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table records geographical locations of agents for both voice and multimedia login
sessions. Each row describes one location as reported for a given agent login session. Because a
voice login session and a multimedia login session for the same agent are reported separately from
different data sources, the location values might differ for voice and multimedia media types.

> **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
AGENT_LOCATION_KEY	integer	X	X		
TENANT_KEY	integer		X	X	
AGENT_LOCATION_STRING	varchar(255)		X		

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

AGENT_LOCATION_KEY

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

TENANT_KEY

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

AGENT_LOCATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value reported by SIP Server or Interaction Server for the voice or multimedia login session, respectively.

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

Index I_AGENTLOC_LOCATION

Field	Sort	Comment
TENANT_KEY	Ascending	
AGENT_LOCATION_STRING	Ascending	

Subject Areas

No subject area information available.