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# Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table CALLBACK\_DIM\_2

# Table CALLBACK\_DIM\_2

## Description

**Introduced:** 8.1.402. Supported for on-premises deployments starting with release 8.5.005.

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: DIAL\_DIALOG\_RESULT, CALL\_DIRECTION, FINAL\_DIAL\_RESULT, OFFER\_TIMING); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: DIAL\_DIALOG\_RESULT, CALL\_DIRECTION, FINAL\_DIAL\_RESULT, OFFER\_TIMING)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes of the final callback attempt.

### 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               | integer     | X | X |   |    |
| CREATE_AUDIT_KEY | numeric(19) |   | X | X |    |

Table CALLBACK\_DIM\_2

| Column             | Data Type    | P | M | F | DV      |
|--------------------|--------------|---|---|---|---------|
| DIAL_DIALOG_RESULT | varchar(255) |   | X |   | UNKNOWN |
| CALL_DIRECTION     | varchar(255) |   | X |   | UNKNOWN |
| FINAL_DIAL_RESULT  | varchar(255) |   | X |   | UNKNOWN |
| OFFER_TIMING       | varchar(255) |   | X |   | UNKNOWN |

## ID

The primary key of this table. This ID is referenced from other tables as CALLBACK\_DIM\_2\_KEY.

## 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.

## DIAL\_DIALOG\_RESULT

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_DIAL\_DIALOG\_RESULT

The result of the final dialog for the callback. This field is set to one of the following values:

- RIGHT\_PERSON
- RESCHEDULED
- CANCELLED
- TRANSFERRED\_TO\_RP
- UNKNOWN

## CALL\_DIRECTION

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_CALL\_DIRECTION

The direction of the final callback interaction. This field is set to one of the following values:

- CUSTOMER\_TERMINATED - Scenarios in which the contact center is dialing out to the customer's number.
- CUSTOMER\_ORIGINATED - Scenarios in which the contact center notifies the customer-facing application

that it is time for the callback interaction, after which the application creates the interaction (such as a call or chat), obtaining the phone number if necessary. In this scenario, a customer call comes into the contact center as a regular inbound call, but it is recognized as the callback interaction.

- UNKNOWN

## FINAL\_DIAL\_RESULT

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

**Based on KVP:** \_CB\_DIM\_FINAL\_DIAL\_RESULT

The result of the final callback dialing attempt. This field is set to one of the following values:

- CREATE\_CALL\_ERROR
- BUSY
- NO\_ANSWER
- ANSWERING\_MACHINE
- ERROR\_TONE
- FAX
- PERSON
- CANCEL
- CONNECTED
- FAILED\_TO\_ESTABLISH\_CUSTOMER\_ORIGINATED\_MEDIA
- PUSH\_DELIVERY\_CONFIRMED
- PUSH\_SEND\_ERROR
- PUSH\_DELIVERY\_NOT\_CONFIRMED
- USERORIGINATED\_CONNECTED
- UNKNOWN

### Notes:

- FAILED\_TO\_ESTABLISH\_CUSTOMER\_ORIGINATED\_MEDIA is a result that must be reported by the user application; otherwise, there is no CTI data that will enable Genesys Callback product to identify this result.
- For PUSH\_DELIVERY\_CONFIRMED, the PUSH\_DELIVERY\_CONFIRMED\_TS field in the CALLBACK\_FACT table provides the timestamp when the application confirmed that the push was delivered.

## OFFER\_TIMING

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

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## Table CALLBACK\_DIM\_2

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

**Based on KVP:** \_CB\_DIM\_OFFER\_TIMING

Specifies whether the callback offer was made during operational (business) or non-operational hours. This field is set to one of the following values:

- ON-HOURS
- OFF-HOURS
- UNKNOWN

## Index List

| CODE             | U | C | Description  |
|------------------|---|---|--|
| I_CALLBACK_DIM_2 | X |   | Ensures that the combinations of values that are stored in the dimension table are unique. |

## Index I\_CALLBACK\_DIM\_2

| Field              | Sort      | Comment |
|--------------------|-----------|---------|
| DIAL_DIALOG_RESULT | Ascending |         |
| CALL_DIRECTION     | Ascending |         |
| FINAL_DIAL_RESULT  | Ascending |         |
| OFFER_TIMING       | Ascending |         |

## Subject Areas

No subject area information available.