Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table CALLBACK_DIM_3

12/15/2025

Table CALLBACK_DIM_3

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 type for the FINAL_TARGET and DISPOSITION columns modified in single-language databases); 8.5.010 (in Microsoft SQL Server, data type for FINAL_TARGET modified in multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the state of the callback.

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	
FINAL_TARGET	varchar(255)		X		UNKNOWN
DISPOSITION	varchar(50)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_3_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.

FINAL_TARGET

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_TARGET

The routing target that was used to find the agent.

DISPOSITION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DISPOSITION

The state of the callback, in the format *state.substate*. If the state cannot be reported, the field is set to the default value, UNKNOWN.

Supported states are:

- SCHEDULED
- QUEUED
- ROUTING
- PROCESSING
- COMPLETED

Supported substates are:

- REDIAL_LIMIT_REACHED
- CANCELLED
- AGENT
- ABANDONED_IN_QUEUE

- REJECTED
- PUSH_SEND
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- FAILED
- CONNECTED
- TRANSFERRED_TO_RP

Index List

CODE	U	C	Description
I_CALLBACK_DIM_3	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_3

Field	Sort	Comment
FINAL_TARGET	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.