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# Genesys Engage cloud Reporting Guide

Summary of Info Mart Schema Changes

5/11/2025

# Summary of Info Mart Schema Changes

The following table summarizes Genesys Info Mart schema changes between 8.x releases, for all supported RDBMS types. Some of the changes listed might not apply to the RDBMS you use.

## Tip

Type in the Search box to quickly filter the table by release, table name, type of change, and so on. Alternatively, click a column header to sort the table to group entries.

| Table                 | Column | Changed in release                                                                         | Type of change | More information          |
|-----------------------|--------|--------------------------------------------------------------------------------------------|----------------|---------------------------|
| AGENT_LOCATION        |        | 8.5.014.19                                                                                 | Table added    | <a href="#">See table</a> |
| BGS_BOT_DIM           |        | 8.5.011                                                                                    | Table added    | <a href="#">See table</a> |
| BGS_BOT_NAME_DIM      |        | 8.5.011                                                                                    | Table added    | <a href="#">See table</a> |
| BGS_SESSION_DIM       |        | 8.5.011                                                                                    | Table added    | <a href="#">See table</a> |
| BGS_SESSION_FACT      |        | 8.5.011                                                                                    | Table added    | <a href="#">See table</a> |
| BOT_ATTRIBUTES        |        | 8.5.015.19.<br>Supported only in certain Genesys Engage cloud and on-premises deployments. | Table added    | <a href="#">See table</a> |
| BOT_INTENT            |        | 8.5.015.19.<br>Supported only in certain Genesys Engage cloud and on-premises deployments. | Table added    | <a href="#">See table</a> |
| CALLBACK_DIAL_RESULTS |        | 8.5.009.20                                                                                 | Table added    | <a href="#">See table</a> |
| CALLBACK_DIM_1        |        | 8.1.402. Supported for on-premises deployments starting with release 8.5.005.              | Table added    | <a href="#">See table</a> |
| CALLBACK_DIM_2        |        | 8.1.402. Supported for on-premises deployments starting with                               | Table added    | <a href="#">See table</a> |
| Table                 | Column | Changed in release                                                                         | Type of change | More information          |

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| Table                  | Column | Changed in release                                                            | Type of change | More information          |
|------------------------|--------|-------------------------------------------------------------------------------|----------------|---------------------------|
|                        |        | release 8.5.005.                                                              |                |                           |
| CALLBACK_DIM_3         |        | 8.1.402. Supported for on-premises deployments starting with release 8.5.005. | Table added    | <a href="#">See table</a> |
| CALLBACK_DIM_4         |        | 8.5.009.20                                                                    | Table added    | <a href="#">See table</a> |
| CALLBACK_FACT          |        | 8.1.402. Supported for on-premises deployments starting with release 8.5.005. | Table added    | <a href="#">See table</a> |
| CDR_DIM1               |        | 8.5.013.06                                                                    | Table added    | <a href="#">See table</a> |
| CDR_FACT               |        | 8.5.013.06                                                                    | Table added    | <a href="#">See table</a> |
| CHAT_SESSION_DIM       |        | 8.5.011                                                                       | Table added    | <a href="#">See table</a> |
| CHAT_SESSION_FACT      |        | 8.5.011                                                                       | Table added    | <a href="#">See table</a> |
| CHAT_THREAD_FACT       |        | 8.5.014.09                                                                    | Table added    | <a href="#">See table</a> |
| COBROWSE_END_REASON    |        | 8.5.011.14                                                                    | Table added    | <a href="#">See table</a> |
| COBROWSE_FACT          |        | 8.5.011.14                                                                    | Table added    | <a href="#">See table</a> |
| COBROWSE_MODE          |        | 8.5.011.14                                                                    | Table added    | <a href="#">See table</a> |
| COBROWSE_PAGE          |        | 8.5.011.14                                                                    | Table added    | <a href="#">See table</a> |
| COBROWSE_USER_AGENT    |        | 8.5.011.14                                                                    | Table added    | <a href="#">See table</a> |
| CTL_GDPR_HISTORY       |        | 8.5.010                                                                       | Table added    | <a href="#">See table</a> |
| GPM_DIM1               |        | 8.5.014.09                                                                    | Table added    | <a href="#">See table</a> |
| GPM_FACT               |        | 8.5.009                                                                       | Table added    | <a href="#">See table</a> |
| GPM_MODEL              |        | 8.5.009                                                                       | Table added    | <a href="#">See table</a> |
| GPM_PREDICTOR          |        | 8.5.009                                                                       | Table added    | <a href="#">See table</a> |
| GPM_RESULT             |        | 8.5.009                                                                       | Table added    | <a href="#">See table</a> |
| GROUP_ANNEX            |        | 8.1.4                                                                         | Table added    | <a href="#">See table</a> |
| LDR_CAMPAIGN           |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_DEVICE             |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_FACT               |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_GROUP              |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_LIST               |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_POSTAL_CODE        |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| LDR_RECORD             |        | 8.5.012.15                                                                    | Table added    | <a href="#">See table</a> |
| MEDIA_ORIGIN           |        | 8.5.014.09                                                                    | Table added    | <a href="#">See table</a> |
| POST_CALL_SURVEY_DIM_1 |        | 8.5.003. Supported                                                            | Table added    | <a href="#">See table</a> |
| Table                  | Column | Changed in release                                                            | Type of change | More information          |

| Table                  | Column | Changed in release                                                                      | Type of change | More information          |
|------------------------|--------|-----------------------------------------------------------------------------------------|----------------|---------------------------|
|                        |        | in certain deployments only.                                                            |                |                           |
| POST_CALL_SURVEY_DIM_2 |        | 8.5.003. Supported in certain deployments only.                                         | Table added    | <a href="#">See table</a> |
| POST_CALL_SURVEY_DIM_3 |        | 8.5.003. Supported in certain deployments only.                                         | Table added    | <a href="#">See table</a> |
| POST_CALL_SURVEY_DIM_4 |        | 8.5.003. Supported in certain deployments only.                                         | Table added    | <a href="#">See table</a> |
| POST_CALL_SURVEY_DIM_5 |        | 8.5.003. Supported in certain deployments only.                                         | Table added    | <a href="#">See table</a> |
| POST_CALL_SURVEY_DIM_6 |        | 8.5.003. Supported in certain deployments only.                                         | Table added    | <a href="#">See table</a> |
| SDR_ACTIVITIES_FACT    |        | 8.5.007. Supported in Genesys Engage cloud deployments only.                            | Table added    | <a href="#">See table</a> |
| SDR_ACTIVITY           |        | 8.5.007. Supported in Genesys Engage cloud deployments only.                            | Table added    | <a href="#">See table</a> |
| SDR_APPLICATION        |        | 8.5.001. Supported in Genesys Engage cloud deployments only.                            | Table added    | <a href="#">See table</a> |
| SDR_BOTS_FACT          |        | 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments. | Table added    | <a href="#">See table</a> |
| SDR_CALL_DISPOSITION   |        | 8.5.001. Supported in Genesys Engage cloud deployments only.                            | Table added    | <a href="#">See table</a> |
| SDR_CALL_TYPE          |        | 8.5.001. Supported in Genesys Engage cloud deployments only.                            | Table added    | <a href="#">See table</a> |
| SDR_CUST_ATTRIBUTES    |        | 8.5.005. Supported in certain Genesys Engage cloud                                      | Table added    | <a href="#">See table</a> |
| Table                  | Column | Changed in release                                                                      | Type of change | More information          |

| Table                    | Column | Changed in release                                                   | Type of change | More information          |
|--------------------------|--------|----------------------------------------------------------------------|----------------|---------------------------|
|                          |        | deployments only.                                                    |                |                           |
| SDR_CUST_ATTRIBUTES_FACT |        | 8.5.005. Supported in certain Genesys Engage cloud deployments only. | Table added    | <a href="#">See table</a> |
| SDR_ENTRY_POINT          |        | 8.5.001. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_EXIT_POINT           |        | 8.5.001. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_EXT_HTTP_REST        |        | 8.5.001. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_EXT_REQUEST          |        | 8.5.001. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_EXT_REQUEST_FACT     |        | 8.5.004.09. Supported in Genesys Engage cloud deployments only.      | Table added    | <a href="#">See table</a> |
| SDR_EXT_REQUEST_OUTCOME  |        | 8.5.004.09. Supported in Genesys Engage cloud deployments only.      | Table added    | <a href="#">See table</a> |
| SDR_EXT_SERVICE_OUTCOME  |        | 8.5.004. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_GEO_LOCATION         |        | 8.5.001. Supported in Genesys Engage cloud deployments only.         | Table added    | <a href="#">See table</a> |
| SDR_INPUT                |        | 8.5.004.09. Supported in Genesys Engage cloud deployments only.      | Table added    | <a href="#">See table</a> |
| SDR_INPUT_OUTCOME        |        | 8.5.004.09. Supported in Genesys Engage                              | Table added    | <a href="#">See table</a> |
| Table                    | Column | Changed in release                                                   | Type of change | More information          |

| Table                   | Column | Changed in release                                                      | Type of change | More information          |
|-------------------------|--------|-------------------------------------------------------------------------|----------------|---------------------------|
|                         |        | cloud deployments only.                                                 |                |                           |
| SDR_LANGUAGE            |        | 8.5.001. Supported in Genesys Engage cloud deployments only.            | Table added    | <a href="#">See table</a> |
| SDR_MESSAGE             |        | 8.5.001. Supported in Genesys Engage cloud deployments only.            | Table added    | <a href="#">See table</a> |
| SDR_MILESTONE           |        | 8.5.001. Supported in Genesys Engage cloud deployments only.            | Table added    | <a href="#">See table</a> |
| SDR_SESSION_FACT        |        | 8.5.001                                                                 | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_ANSWERS      |        | 8.5.008.29. Supported in certain Genesys Engage cloud deployments only. | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_FACT         |        | 8.5.008.29. Supported in certain Genesys Engage cloud deployments only. | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_I1           |        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_I2           |        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONS    |        | 8.5.008.29. Supported in certain Genesys Engage cloud deployments only. | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONS_I1 |        | 8.5.007. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONS_I2 |        | 8.5.007. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| Table                   | Column | Changed in release                                                      | Type of change | More information          |

| Table                       | Column                 | Changed in release                                                      | Type of change | More information          |
|-----------------------------|------------------------|-------------------------------------------------------------------------|----------------|---------------------------|
| SDR_SURVEY_QUESTIONS_S1     |                        | 8.5.007. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONS_S2     |                        | 8.5.007. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_S1               |                        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_S2               |                        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_SCORES           |                        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_STATUS           |                        | 8.5.005. Supported in certain Genesys Engage cloud deployments only.    | Table added    | <a href="#">See table</a> |
| SDR_SURVEY_TRANSCRIPT_FACT  |                        | 8.5.005.20. Supported in certain Genesys Engage cloud deployments only. | Table added    | <a href="#">See table</a> |
| SDR_USER_INPUT              |                        | 8.5.004.09                                                              | Table added    | <a href="#">See table</a> |
| SDR_USER_INPUTS_FACT        |                        | 8.5.004.09                                                              | Table added    | <a href="#">See table</a> |
| SDR_USER_MILESTONE_FACT     |                        | 8.5.001. Supported in Genesys Engage cloud deployments only.            | Table added    | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT |                        | 8.5.002                                                                 | Table added    | <a href="#">See table</a> |
| USER_DATA_GEN_DIM_1         |                        | 8.5.014.19                                                              | Table added    | <a href="#">See table</a> |
| USER_DATA_GEN_DIM_2         |                        | 8.5.014.19                                                              | Table added    | <a href="#">See table</a> |
| ANCHOR_FLAGS                | CUSTOMER_LEFT_FIRST    | 8.5.004                                                                 | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | CALLBACK_DIAL_RESULT   | 8.5.009.20                                                              | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | CALLBACK_DIM_4_KEY     | 8.5.009.20                                                              | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | CUSTOMER_ANI           | 8.5.009.20                                                              | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | CUSTOMER_READY_TO_STOP | 8.5.009.20                                                              | Column added   | <a href="#">See table</a> |
|                             |                        | 8.5.009.20                                                              | Column added   | <a href="#">See table</a> |
| Table                       | Column                 | Changed in release                                                      | Type of change | More information          |

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| Table                       | Column                     | Changed in release                  | Type of change | More information          |
|-----------------------------|----------------------------|-------------------------------------|----------------|---------------------------|
| CALLBACK_FACT               | DESIRED_TIME_TS            | 8.5.003 (renamed from DESIRED_TIME) | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | DIAL_1_TS                  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | DIAL_2_TS                  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | DIAL_3_TS                  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | DIAL_4_TS                  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | DIAL_5_TS                  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | EWT_THRESHOLD_WHEN_DENIED  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | EWT_WHEN_LAST_DIAL         | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | EWT_WHEN_REJECTED          | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | FIRST_OUT_I_XN_ID          | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | LAST_OUT_I_XN_ID           | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | ORIGINATION_I_XN_ID        | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | ORS_SESSION_ID             | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | POS_WHEN_LAST_DIAL         | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | PRIORITY_WHEN_A_CONNECTED  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | PRIORITY_WHEN_CB_CONNECTED | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | PRIORITY_WHEN_C_CONNECTED  | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | PRODUCER_BATCH_ID          | 8.5.015.19                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | PUSH_DELIVERY_COMPLETED_TS | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | SERVICE_END_TS             | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | UPDATE_AUDIT_KEY           | 8.5.010.16                          | Column added   | <a href="#">See table</a> |
| CALLBACK_FACT               | WAITED_BEFORE_OFFER_TIME   | 8.5.009.20                          | Column added   | <a href="#">See table</a> |
| CALLING_LIST_METRIC_FACT    | PRODUCER_BATCH_ID          | 8.5.015.19                          | Column added   | <a href="#">See table</a> |
| CAMPAIGN_GROUP_SESSION_FACT | PRODUCER_BATCH_ID          | 8.5.015.19                          | Column added   | <a href="#">See table</a> |
| CAMPAIGN_GROUP_STATE_FACT   | PRODUCER_BATCH_ID          | 8.5.015.19                          | Column added   | <a href="#">See table</a> |
| CDR_FACT                    | PRODUCER_BATCH_ID          | 8.5.015.19                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_DIM            | ASYNC_MODE                 | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ACTIVE_IDLE_COUNT          | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ACTIVE_IDLE_DURATION       | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ASYNC_DORMANT_COUNT        | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ASYNC_DORMANT_DURATION     | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ASYNC_IDLE_COUNT           | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | ASYNC_IDLE_DURATION        | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT           | HANDLE_COUNT               | 8.5.011.14                          | Column added   | <a href="#">See table</a> |
| Table                       | Column                     | Changed in release                  | Type of change | More information          |

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| Table                     | Column                                  | Changed in release                                | Type of change | More information          |
|---------------------------|-----------------------------------------|---------------------------------------------------|----------------|---------------------------|
| CHAT_SESSION_FACT         | HANDLE_DURATION                         | 8.5.011.14                                        | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT         | PARKING_QUEUE_COUNT                     | 8.5.014.26                                        | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT         | PARKING_QUEUE_DURATION                  | 8.5.014.26                                        | Column added   | <a href="#">See table</a> |
| CHAT_SESSION_FACT         | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| CHAT_THREAD_FACT          | THREAD_ID                               | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| CHAT_THREAD_FACT          | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| CONTACT_ATTEMPT_FACT      | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| CONTACT_ATTEMPT_FACT      | RECORD_FIELD_31 through RECORD_FIELD_60 | 8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60) | Column added   | <a href="#">See table</a> |
| CTL_AUDIT_LOG             | PRODUCER_INFO_KEY                       | 8.5.116.12                                        | Column added   | <a href="#">See table</a> |
| CTL_TRANSFORM_HISTORY     | AUDIT_KEY                               | 8.5.009                                           | Column added   | <a href="#">See table</a> |
| CTL_TRANSFORM_HISTORY     | FORM_VALUE2                             | 8.5.010                                           | Column added   | <a href="#">See table</a> |
| CTL_UD_TO_UDE_MAPPING     | CONVERT_EXPRESSION                      | 8.1.201                                           | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | ADJUSTED_SCORE                          | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | DEFAULT_SCORE                           | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | DEFAULT_SCORES_COUNT                    | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | DEFAULT_SCORE_USED                      | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | FINAL_SCORE_THRESHOLD                   | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | GLOBAL_SCORES_COUNT                     | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | GPM_DIM1_KEY                            | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | INITIAL_SCORE_THRESHOLD                 | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | SUITABLE_AGENTS_COUNT                   | 8.5.014.09                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | UPDATE_AUDIT_KEY                        | 8.5.010.16                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | VQ_GUID                                 | 8.5.014.19                                        | Column added   | <a href="#">See table</a> |
| GPM_FACT                  | VQ_RESOURCE_KEY                         | 8.5.014.19                                        | Column added   | <a href="#">See table</a> |
| GROUP_ANNEX               | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| INTERACTION_FACT          | ANCHOR_ID                               | 8.5.003                                           | Column added   | <a href="#">See table</a> |
| INTERACTION_FACT          | ANCHOR_SDT_KEY                          | 8.5.003                                           | Column added   | <a href="#">See table</a> |
| INTERACTION_FACT          | PRODUCER_BATCH_ID                       | 8.5.015.19                                        | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | RESOURCE_COUNT                          | 8.5.004                                           | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | RESOURCE_DURATION                       | 8.5.004                                           | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | RESOURCE_COUNT                          | 8.5.004                                           | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | RESOURCE_DURATION                       | 8.5.004                                           | Column added   | <a href="#">See table</a> |
| Table                     | Column                                  | Changed in release                                | Type of change | More information          |

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| Table                     | Column                   | Changed in release                              | Type of change | More information          |
|---------------------------|--------------------------|-------------------------------------------------|----------------|---------------------------|
| INTERACTION_RESOURCE_FACT | IRF_ANCHOR_SENT_TS       | 8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY) | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | IRF_ANCHOR_TS            | 8.5.004 (renamed from IRF_ANCHOR_SENT_TS)       | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | IRF_FACT_SESSIONID       | 8.5.116.12                                      | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | IRF_PRODUCER_BATCH_ID    | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT | IRF_FACT_ADDRESS         | 8.5.006                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_CUST_PROD   | CREATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_CUST_PROD   | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_CUST_PROD   | UPDATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | CREATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | CSW_CALL_TYPE            | 8.5.011.18                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | GVP_SESSION_ID           | 8.5.015.14                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | SERVICE_ID               | 8.1.402                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | SERVICE_START_TS         | 8.1.402                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_GEN_CUST    | UPDATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_KEYS        | CREATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_KEYS        | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_KEYS        | UPDATE_AUDIT_KEY         | 8.5.001                                         | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_KEYS        | USER_DATA_GEN_DIM_KEY_ID | 8.5.014.19                                      | Column added   | <a href="#">See table</a> |
| IRF_USER_DATA_KEYS        | USER_DATA_GEN_DIM_KEY_ID | 8.5.014.19                                      | Column added   | <a href="#">See table</a> |
| IXN_RESOURCE_STATE_FACT   | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| MEDIATION_SEGMENT_FACT    | GVP_SESSIONID            | 8.5.116.12                                      | Column added   | <a href="#">See table</a> |
| MEDIATION_SEGMENT_FACT    | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| MEDIATION_SEGMENT_FACT    | USER_DATA_FLAG           | 8.5.004                                         | Column added   | <a href="#">See table</a> |
| RESOURCE_                 | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| RESOURCE_ANNEX            | PRODUCER_BATCH_ID        | 8.5.015.19                                      | Column added   | <a href="#">See table</a> |
| SDR_ACTIVITIES_FACT       | UPDATE_AUDIT_KEY         | 8.5.010.16                                      | Column added   | <a href="#">See table</a> |
| SDR_BOTS_FACT             | STEP COUNT               | 8.5.116.12                                      | Column added   | <a href="#">See table</a> |
| SDR_CALL_DISPOSITION      | FINAL_DISPOSITION        | 8.5.007                                         | Column added   | <a href="#">See table</a> |
| SDR_CALL_TYPE             | MEDIA_TYPE               | 8.5.008                                         | Column added   | <a href="#">See table</a> |
| SDR_CUST_ATTRIBUTES_FACT  | UPDATE_AUDIT_KEY         | 8.5.010.16                                      | Column added   | <a href="#">See table</a> |
| SDR_EXT_REQUEST_FACT      | UPDATE_AUDIT_KEY         | 8.5.010.16                                      | Column added   | <a href="#">See table</a> |
| Table                     | Column                   | Changed in release                              | Type of change | More information          |

## Summary of Info Mart Schema Changes

| Table                       | Column                        | Changed in release                      | Type of change      | More information          |
|-----------------------------|-------------------------------|-----------------------------------------|---------------------|---------------------------|
| SDR_SESSION_FACT            | SDR_SURVEY_I1_KEY             | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_I2_KEY             | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_QUESTION_I1_KEY    | 8.5.007                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_QUESTION_I2_KEY    | 8.5.007                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_QUESTION_I3_KEY    | 8.5.007                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_QUESTION_I4_KEY    | 8.5.007                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_S1_KEY             | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_S2_KEY             | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_SCORES_KEY         | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | SDR_SURVEY_STATUS_KEY         | 8.5.005                                 | Column added        | <a href="#">See table</a> |
| SDR_SESSION_FACT            | UPDATE_AUDIT_KEY              | 8.5.010.16                              | Column added        | <a href="#">See table</a> |
| SDR_SURVEY_FACT             | UPDATE_AUDIT_KEY              | 8.5.010.16                              | Column added        | <a href="#">See table</a> |
| SDR_SURVEY_STATUSOFFER      |                               | 8.5.007                                 | Column added        | <a href="#">See table</a> |
| SDR_SURVEY_TRANSACTION_FACT | UPDATE_AUDIT_KEY              | 8.5.010.16                              | Column added        | <a href="#">See table</a> |
| SDR_USER_INPUTS_FACT        | UPDATE_AUDIT_KEY              | 8.5.010.16                              | Column added        | <a href="#">See table</a> |
| SDR_USER_MILESTONE_FACT     | UPDATE_AUDIT_KEY              | 8.5.010.16                              | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT |                               | 8.5.116.26                              | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT | UPDATE_AUDIT_KEY              | 8.5.003                                 | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT | START_DATE_TIME_KEY           | 8.5.013.06                              | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT | PRODUCER_BATCH_ID             | 8.5.015.19                              | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT | SESSION_GROUP_COMBINATION_KEY | 8.5.016.06                              | Column added        | <a href="#">See table</a> |
| SM_MEDIA_NEUTRAL_STATE_FACT | UPDATE_AUDIT_KEY              | 8.5.116.26                              | Column added        | <a href="#">See table</a> |
| SM_RES_SESSION_FACT         | AGENT_LOCATION_KEY            | 8.5.014.19                              | Column added        | <a href="#">See table</a> |
| SM_RES_SESSION_FACT         | PRODUCER_BATCH_ID             | 8.5.015.19                              | Column added        | <a href="#">See table</a> |
| SM_RES_STATE_FACT           | PRODUCER_BATCH_ID             | 8.5.015.19                              | Column added        | <a href="#">See table</a> |
| SM_RES_STATE_REASON_FACT    | PRODUCER_BATCH_ID             | 8.5.015.19                              | Column added        | <a href="#">See table</a> |
| CALLBACK_FACT               | DESIRED_TIME                  | 8.5.003 (renamed to DESIRED_TIME_TS)    | Column discontinued | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT   | IRF_ANCHOR_DATE_TIME_KEY      | 8.5.003 (renamed to IRF_ANCHOR_SENT_TS) | Column discontinued | <a href="#">See table</a> |
| INTERACTION_RESOURCE_FACT   | IRF_ANCHOR_SENT_TS            | 8.5.004 (renamed to IRF_ANCHOR_TS)      | Column discontinued | <a href="#">See table</a> |
| SDR_SURVEY_STATUSRECORDING  |                               | 8.5.008                                 | Column discontinued | <a href="#">See table</a> |
| Table                       | Column                        | Changed in release                      | Type of change      | More information          |

| Table                | Column                | Changed in release | Type of change                                                                                                     | More information          |
|----------------------|-----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
| AGENT_LOCATION       | AGENT_LOCATION_STRING | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| ATTEMPT_DISPOSITION  | CAUSE                 | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| ATTEMPT_DISPOSITION  | CAUSE_CODE            | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| ATTEMPT_DISPOSITION  | DESCRIPTOR            | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| ATTEMPT_DISPOSITION  | DESCRIPTOR_CODE       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIAL_RESULT | DTA_1_RESULT          | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIAL_RESULT | DTA_2_RESULT          | 8.5.014.34         | Column modified                                                                                                    | <a href="#">See table</a> |
| Table                | Column                | Changed in release | Type of change                                                                                                     | More information          |

| Table                | Column              | Changed in release | Type of change                                                                                                     | More information          |
|----------------------|---------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                      |                     |                    | (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                 |                           |
| CALLBACK_DIAL_RESULT | DIAL_3_RESULT       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIAL_RESULT | DIAL_4_RESULT       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIAL_RESULT | DIAL_5_RESULT       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_1       | CALLBACK_OFFER_TYPE | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_1       | CALLBACK_OFFER_TYPE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_1       | CALLBACK_TYPE       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-                                             | <a href="#">See table</a> |
| Table                | Column              | Changed in release | Type of change                                                                                                     | More information          |

| Table          | Column         | Changed in release | Type of change                                                                                                     | More information          |
|----------------|----------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                |                |                    | language databases)                                                                                                |                           |
| CALLBACK_DIM_1 | CALLBACK_TYPE  | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_1 | CHANNEL        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_1 | CHANNEL        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_1 | CONNECT_ORDER  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_1 | CONNECT_ORDER  | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_2 | CALL_DIRECTION | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_2 | CALL_DIRECTION | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to                                        | <a href="#">See table</a> |
| Table          | Column         | Changed in release | Type of change                                                                                                     | More information          |

| Table          | Column             | Changed in release | Type of change                                                                                                     | More information          |
|----------------|--------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                |                    |                    | nvarchar in single-language databases)                                                                             |                           |
| CALLBACK_DIM_2 | DIAL_DIALOG_RESULT | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_2 | DIAL_DIALOG_RESULT | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_2 | FINAL_DIAL_RESULT  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_2 | FINAL_DIAL_RESULT  | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_2 | OFFER_TIMING       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_2 | OFFER_TIMING       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_DIM_3 | DISPOSITION        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from                                                   | <a href="#">See table</a> |
| Table          | Column             | Changed in release | Type of change                                                                                                     | More information          |

| Table          | Column               | Changed in release | Type of change                                                                                                     | More information          |
|----------------|----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                |                      |                    | varchar to nvarchar in single-language databases)                                                                  |                           |
| CALLBACK_DIM_3 | FINAL_TARGET         | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_DIM_3 | FINAL_TARGET         | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALLBACK_FACT  | DS_AUDIT_KEY         | 8.5.008            | Column modified (data type increased from 10 to 19 digits)                                                         | <a href="#">See table</a> |
| CALLBACK_FACT  | FIRST_OUT_I_XN_ID    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_FACT  | LAST_CALLBACK_OFFSET | 8.5.005            | Column modified (default value added)                                                                              | <a href="#">See table</a> |
| CALLBACK_FACT  | LAST_OUT_I_XN_ID     | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_FACT  | ORIGINATION_I_XN_ID  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| CALLBACK_FACT  | ORS_SESSION_ID       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)                          | <a href="#">See table</a> |
| Table          | Column               | Changed in release | Type of change                                                                                                     | More information          |

| Table                | Column                    | Changed in release | Type of change                                                                                                     | More information          |
|----------------------|---------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                      |                           |                    | databases)                                                                                                         |                           |
| CALL_RESULT          | CALL_RESULT               | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CALL_RESULT          | CALL_RESULT_CODE          | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CAMPAIGN_GROUP_STATE | CAMPAIGN_GROUP_STATE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CAMPAIGN_GROUP_STATE | CAMPAIGN_GROUP_STATE_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CDR_DIM1             | DEVICE_NAME               | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| CDR_FACT             | CALL_ID                   | 8.5.015.07         | Column modified (size of the column increased)                                                                     | <a href="#">See table</a> |
| COBROWSE_END_REASON  | SESSION_END_REASON        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to                                        | <a href="#">See table</a> |
| Table                | Column                    | Changed in release | Type of change                                                                                                     | More information          |

| Table               | Column                  | Changed in release | Type of change                                                                                                     | More information          |
|---------------------|-------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                     |                         |                    | nvarchar in single-language databases)                                                                             |                           |
| COBROWSE_FACT       | PAGE_QUERY              | 8.5.012.15         | Column modified (No longer a mandatory field)                                                                      | <a href="#">See table</a> |
| COBROWSE_MODE       | SEGMENT_MODE            | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| COBROWSE_PAGE       | PAGE_DOMAIN             | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| COBROWSE_PAGE       | PAGE_PATH               | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| COBROWSE_USER_AGENT | GENERATOR_AGENT_CLASS   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| COBROWSE_USER_AGENT | GENERATOR_AGENT_NAME    | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| COBROWSE_USER_AGENT | GENERATOR_AGENT_VERSION | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type                                                                | <a href="#">See table</a> |
| Table               | Column                  | Changed in release | Type of change                                                                                                     | More information          |

| Table               | Column                 | Changed in release | Type of change                                                                                                     | More information |
|---------------------|------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                     |                        |                    | changed from varchar to nvarchar in single-language databases)                                                     |                  |
| COBROWSE_USER_AGENT | GENERATOR_DEVICE_BRAND | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| COBROWSE_USER_AGENT | GENERATOR_DEVICE_CLASS | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| COBROWSE_USER_AGENT | GENERATOR_DEVICE_NAME  | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| COBROWSE_USER_AGENT | GENERATOR_OS_CLASS     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| COBROWSE_USER_AGENT | GENERATOR_OS_NAME      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| COBROWSE_USER_AGENT | GENERATOR_OS_VER       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from                                                   | See table        |
| Table               | Column                 | Changed in release | Type of change                                                                                                     | More information |

| Table                 | Column                 | Changed in release | Type of change                                                                                                     | More information |
|-----------------------|------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                       |                        |                    | varchar to nvarchar in single-language databases)                                                                  |                  |
| COBROWSE_USER_AGENT   | GENERATOR_USER_AGENT   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| CONTACT_ATTEMPT_FACT  | CALL_SCHED_TIME        | 8.5.116.26         | Column modified (behavior changed)                                                                                 | See table        |
| CONTACT_INFO_TYPE     | CONTACT_INFO_TYPE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| CONTACT_INFO_TYPE     | CONTACT_INFO_TYPE_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| CTL_UD_TO_UDE_MAPPING | PROPAGATION_RULE       | 8.5.001            | Column modified (IRF_INITIAL value is added).                                                                      | See table        |
| CTL_UD_TO_UDE_MAPPING | PROPAGATION_RULE       | 8.5.006            | Column modified (IRF_ROUTE value is added)                                                                         | See table        |
| DIALING_MODE          | DIALING_MODE           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| DIALING_MODE          | DIALING_MODE_CODE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| Table                 | Column                 | Changed in release | Type of change                                                                                                     | More information |

| Table         | Column                 | Changed in release | Type of change                                                                             | More information          |
|---------------|------------------------|--------------------|--------------------------------------------------------------------------------------------|---------------------------|
|               |                        |                    | changed from varchar to nvarchar in single-language databases)                             |                           |
| GPM_FACT      | MEDIA_SERVER_I_XN_GUID | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)  | <a href="#">See table</a> |
| GPM_FACT      | MESSAGE                | 8.5.009.20         | Column modified (default value no longer defined)                                          | <a href="#">See table</a> |
| GPM_FACT      | START_DATE_TIME_KEY    | 8.5.011            | Column modified (added to the composite primary key in nonpartitioned databases)           | <a href="#">See table</a> |
| GPM_MODEL     | MODEL                  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| GPM_MODEL     | MODEL_ID               | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| GPM_PREDICTOR | PREDICTOR              | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| GPM_PREDICTOR | PREDICTOR_ID           | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| GPM_RESULT    | CUSTOMER_FOUND         | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-                    | <a href="#">See table</a> |
| Table         | Column                 | Changed in release | Type of change                                                                             | More information          |

| Table       | Column      | Changed in release | Type of change                                                                                                                                                                                | More information          |
|-------------|-------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|             |             |                    | language databases)                                                                                                                                                                           |                           |
| GPM_RESULT  | GPM_MODE    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                                                                    | <a href="#">See table</a> |
| GPM_RESULT  | GPM_RESULT  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                                                                    | <a href="#">See table</a> |
| GPM_RESULT  | GPM_STATUS  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                                                                    | <a href="#">See table</a> |
| GPM_RESULT  | GPM_USE     | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                                                                    | <a href="#">See table</a> |
| GROUP_ANNEX | KEYNAME     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases) | <a href="#">See table</a> |
| GROUP_ANNEX | SECTIONNAME | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data                                           | <a href="#">See table</a> |
| Table       | Column      | Changed in release | Type of change                                                                                                                                                                                | More information          |

| Table                     | Column             | Changed in release | Type of change                                                                                                     | More information |
|---------------------------|--------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                           |                    |                    | type changed in multi-language databases)                                                                          |                  |
| GROUP_ANNEX               | VALUE              | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| INTERACTION_DESCRIPTION   | BUSINESS_RESULT    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)              | See table        |
| INTERACTION_DESCRIPTION   | CUSTOMER_SEGMENT   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)              | See table        |
| INTERACTION_DESCRIPTION   | SERVICE_SUBTYPE    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)              | See table        |
| INTERACTION_DESCRIPTION   | SERVICE_TYPE       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)              | See table        |
| INTERACTION_FACT          | STATUS             | 8.5.001            | Column modified (error code 26 added)                                                                              | See table        |
| INTERACTION_FACT          | SUBJECT            | 8.5.007            | Column modified (data type extended from 255 to 1024 characters)                                                   | See table        |
| INTERACTION_RESOURCE_FACT | RESOURCE_FLAGS_KEY | 8.5.004            | Column modified                                                                                                    | See table        |
| Table                     | Column             | Changed in release | Type of change                                                                                                     | More information |

## Summary of Info Mart Schema Changes

| Table                | Column                        | Changed in release  | Type of change                                                                                                     | More information |
|----------------------|-------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                      |                               |                     | (scope extended)                                                                                                   |                  |
| INTERACTION_RESOURCE | CONSTANT_TALK_COUNT           | 8.5.001             | Column modified (scope expanded to include chat consultations)                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_RING_COUNT           | 8.5.001             | Column modified (scope expanded to include chat consultations)                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_RING_DURATION        | 8.5.001             | Column modified (scope expanded to include chat consultations)                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_TALK_COUNT           | 8.5.001             | Column modified (scope expanded to include chat consultations)                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_TALK_DURATION        | 8.5.001             | Column modified (scope expanded to include chat consultations)                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_INTERACTION_RESOURCE | 8.5.003 and 8.5.004 | Column modified (behavior changed)                                                                                 | See table        |
| INTERACTION_RESOURCE | CONSTANT_SESSIONID            | 8.5.116.45          | Column modified (size of the column increased)                                                                     | See table        |
| INTERACTION_RESOURCE | CONSTANT_DURATION             | 8.1.2, 8.1.3, 8.1.4 | Column modified (behavior changed)                                                                                 | See table        |
| INTERACTION_RESOURCE | CONSTANT_POINT_DURATION       | 8.1.3, 8.1.4        | Column modified (behavior changed)                                                                                 | See table        |
| INTERACTION_RESOURCE | CONSTANT_DESCRIPTOR           | 8.5.014.34          | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| INTERACTION_RESOURCE | CONSTANT_DESCRIPTOR_CODE      | 8.5.014.34          | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in                            | See table        |
| Table                | Column                        | Changed in release  | Type of change                                                                                                     | More information |

| Table                                | Column              | Changed in release | Type of change                                                                                                     | More information          |
|--------------------------------------|---------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                                      |                     |                    | single-language databases)                                                                                         |                           |
| INTERACTION_RESOURCE_STATE_NAME      | STATE_NAME          | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| INTERACTION_RESOURCE_STATE_NAME_CODE | STATE_NAME_CODE     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| INTERACTION_RESOURCE_STATE_ROLE      | STATE_ROLE          | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| INTERACTION_RESOURCE_STATE_ROLE_CODE | STATE_ROLE_CODE     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| INTERACTION_TYPE                     | INTERACTION_SUBTYPE | 8.5.001            | Column modified (InternalConference subtype added)                                                                 | <a href="#">See table</a> |
| INTERACTION_TYPE                     | INTERACTION_SUBTYPE | 8.5.005            | Column modified (OutboundCallback subtype added)                                                                   | <a href="#">See table</a> |
| INTERACTION_TYPE                     | INTERACTION_SUBTYPE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| Table                                | Column              | Changed in release | Type of change                                                                                                     | More information          |

| Table                | Column                               | Changed in release | Type of change                                                                                                                                                                                                                                                  | More information          |
|----------------------|--------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| INTERACTION_TYPE     | INTERACTION_SUBTYPE_CODE             | 8.5.005            | Column modified (INTERNALCONFERENCE subtype added)                                                                                                                                                                                                              | <a href="#">See table</a> |
| INTERACTION_TYPE     | INTERACTION_SUBTYPE_CODE             | 8.5.005            | Column modified (OUTBOUNDCALLBACK subtype added)                                                                                                                                                                                                                | <a href="#">See table</a> |
| INTERACTION_TYPE     | INTERACTION_SUBTYPE_CODE             | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                                                                                              | <a href="#">See table</a> |
| INTERACTION_TYPE     | INTERACTION_TYPE                     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                                                                                              | <a href="#">See table</a> |
| INTERACTION_TYPE     | INTERACTION_TYPE_CODE                | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                                                                                              | <a href="#">See table</a> |
| IRF_USER_DATA_CUSTOM | CUSTOM_DATA_1 through CUSTOM_DATA_16 | 8.5.005.09         | Column modified (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the <b>make_gim_UDE_template.sql</b> script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types). | <a href="#">See table</a> |
| IRF_USER_DATA_CUSTOM | CUSTOM_DATA_1 through CUSTOM_DATA_16 | 8.5.007            | Column modified (data types for CUSTOM_DATA_1                                                                                                                                                                                                                   | <a href="#">See table</a> |
| Table                | Column                               | Changed in release | Type of change                                                                                                                                                                                                                                                  | More information          |

| Table                  | Column               | Changed in release | Type of change                                                                                                                                         | More information          |
|------------------------|----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|                        |                      |                    | through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, <b>make_gim_UDE_template*.sql</b> ) |                           |
| MEDIATION_SEGMENTATION | SESSIONID            | 8.5.116.45         | Column modified (size of the column increased)                                                                                                         | <a href="#">See table</a> |
| MEDIA_TYPE             | MEDIA_NAME           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                     | <a href="#">See table</a> |
| MEDIA_TYPE             | MEDIA_NAME_CODE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                     | <a href="#">See table</a> |
| POST_CALL_SURVEY_SCORE | SURVEY_IAGENTSSCORE  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                             | <a href="#">See table</a> |
| POST_CALL_SURVEY_SCORE | SURVEY_ICALLSCORE    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                             | <a href="#">See table</a> |
| POST_CALL_SURVEY_SCORE | SURVEY_ICOMPANYSCORE | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                             | <a href="#">See table</a> |
| POST_CALL_SURVEY_SCORE | SURVEY_IPRODUCTSCORE | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                                                             | <a href="#">See table</a> |
| Table                  | Column               | Changed in release | Type of change                                                                                                                                         | More information          |

| Table                       | Column | Changed in release | Type of change                                                                                        | More information |
|-----------------------------|--------|--------------------|-------------------------------------------------------------------------------------------------------|------------------|
|                             |        |                    | modified in single-language databases)                                                                |                  |
| POST_CALL_SURVEY_SURVEY_IQ1 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | See table        |
| POST_CALL_SURVEY_SURVEY_IQ2 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | See table        |
| POST_CALL_SURVEY_SURVEY_IQ3 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | See table        |
| POST_CALL_SURVEY_SURVEY_IQ4 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | See table        |
| POST_CALL_SURVEY_SURVEY_SQ1 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | See table        |
| POST_CALL_SURVEY_SURVEY_SQ2 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | See table        |
| POST_CALL_SURVEY_SURVEY_IQ5 |        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | See table        |
| POST_CALL_SURVEY_SURVEY_IQ6 |        | 8.5.010            | Column modified                                                                                       | See table        |
| Table                       | Column | Changed in release | Type of change                                                                                        | More information |

| Table                   | Column | Changed in release | Type of change                                                                                        | More information          |
|-------------------------|--------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
|                         |        |                    | (in Microsoft SQL Server, data type modified in single-language databases)                            |                           |
| POST_CALL_SURVEY_SURVEY | SQ10   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | SQ8    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | SQ9    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | IQ10   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | IQ7    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | IQ8    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| POST_CALL_SURVEY_SURVEY | IQ9    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| Table                   | Column | Changed in release | Type of change                                                                                        | More information          |

| Table                                   | Column                                                         | Changed in release | Type of change                                                                                                     | More information |
|-----------------------------------------|----------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                                         |                                                                |                    | databases)                                                                                                         |                  |
| POST_CALL_SURVEY_SURVEY_COMPLETE        |                                                                | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                         | See table        |
| POST_CALL_SURVEY_SURVEY_IRECOMMENDSCORE |                                                                |                    | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                         | See table        |
| POST_CALL_SURVEY_SURVEY_RECORDING       |                                                                | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)                         | See table        |
| RECORD_FIELD_GROUP                      | RECORD_FIELD_1_STRING_1<br>Phrough<br>RECORD_FIELD_1_STRING_10 | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RECORD_FIELD_GROUP                      | RECORD_FIELD_2_STRING_1<br>Phrough<br>RECORD_FIELD_2_STRING_10 | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RECORD_STATUS                           | RECORD_STATUS                                                  | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RECORD_STATUS                           | RECORD_STATUS_CODE                                             | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in                            | See table        |
| Table                                   | Column                                                         | Changed in release | Type of change                                                                                                     | More information |

| Table                       | Column                             | Changed in release | Type of change                                                                                                     | More information |
|-----------------------------|------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                             |                                    |                    | single-language databases)                                                                                         |                  |
| RECORD_TYPE                 | RECORD_TYPE                        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RECORD_TYPE                 | RECORD_TYPE_CODE                   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| REQUESTED_SKILL_COMBINATION | REQUESTED_SKILL_COMBINATION_SUFFIX | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| REQUESTED_SKILL_COMBINATION | REQUESTED_SKILL_COMBINATION_STRING | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_                   | AGENT_FIRST_NAME                   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_                   | AGENT_LAST_NAME                    | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language            | See table        |
| Table                       | Column                             | Changed in release | Type of change                                                                                                     | More information |

| Table     | Column               | Changed in release | Type of change                                                                                                     | More information          |
|-----------|----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|           |                      |                    | databases)                                                                                                         |                           |
| RESOURCE_ | EMPLOYEE_ID          | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| RESOURCE_ | EXTERNAL_RESOURCE_ID | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| RESOURCE_ | IVR_NAME             | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| RESOURCE_ | RESOURCE_ALIAS       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| RESOURCE_ | RESOURCE_NAME        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| RESOURCE_ | RESOURCE_SUBTYPE     | 8.5.003.17         | Column modified (new value, Person, added for the Agent resource type)                                             | <a href="#">See table</a> |
| RESOURCE_ | RESOURCE_SUBTYPE     | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type                                                                | <a href="#">See table</a> |
| Table     | Column               | Changed in release | Type of change                                                                                                     | More information          |

| Table          | Column             | Changed in release | Type of change                                                                                                                                                                                | More information          |
|----------------|--------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|                |                    |                    | changed from varchar to nvarchar in single-language databases)                                                                                                                                |                           |
| RESOURCE_      | RESOURCE_TYPE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                            | <a href="#">See table</a> |
| RESOURCE_      | RESOURCE_TYPE_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                            | <a href="#">See table</a> |
| RESOURCE_      | SWITCH_NAME        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                                                                            | <a href="#">See table</a> |
| RESOURCE_ANNEX | KEYNAME            | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases) | <a href="#">See table</a> |
| RESOURCE_ANNEX | SECTIONNAME        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the                                                                     | <a href="#">See table</a> |
| Table          | Column             | Changed in release | Type of change                                                                                                                                                                                | More information          |

| Table                 | Column          | Changed in release | Type of change                                                                                                     | More information |
|-----------------------|-----------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                       |                 |                    | size of the nvarchar data type changed in multi-language databases)                                                |                  |
| RESOURCE_ANNEX        | VALUE           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE        | STATE_NAME      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE        | STATE_NAME_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE        | STATE_TYPE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE        | STATE_TYPE_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | SOFTWARE_REASON | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from                                                   | See table        |
| Table                 | Column          | Changed in release | Type of change                                                                                                     | More information |

| Table                 | Column                | Changed in release | Type of change                                                                                                     | More information |
|-----------------------|-----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                       |                       |                    | varchar to nvarchar in single-language databases)                                                                  |                  |
| RESOURCE_STATE_REASON | REASON_TYPE           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | REASON_TYPE_CODE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | SOFTWARE_REASON_KEY   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | SOFTWARE_REASON_VALUE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | WORKMODE              | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| RESOURCE_STATE_REASON | WORKMODE_CODE         | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to                                        | See table        |
| Table                 | Column                | Changed in release | Type of change                                                                                                     | More information |

| Table          | Column                 | Changed in release | Type of change                                                                                                     | More information |
|----------------|------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|                |                        |                    | nvarchar in single-language databases)                                                                             |                  |
| ROUTING_TARGET | AGENT_GROUP_NAME       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| ROUTING_TARGET | PLACE_GROUP_NAME       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| ROUTING_TARGET | ROUTING_TARGET_TYPE    | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| ROUTING_TARGET | ROUTING_TARGET_TYPE    | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| ROUTING_TARGET | SKILL_EXPRESSION       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | See table        |
| ROUTING_TARGET | TARGET_OBJECT_SELECTED | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in                            | See table        |
| Table          | Column                 | Changed in release | Type of change                                                                                                     | More information |

| Table                | Column               | Changed in release | Type of change                                                                                        | More information          |
|----------------------|----------------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
|                      |                      |                    | single-language databases)                                                                            |                           |
| SDR_ACTIVITIES_FACT  | SESSION_ID           | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)             | <a href="#">See table</a> |
| SDR_ACTIVITIES_FACT  | SESSION_ID           | 8.5.116.45         | Column modified (size of the column increased)                                                        | <a href="#">See table</a> |
| SDR_ACTIVITY         | NAME                 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_APPLICATION      | APPLICATION_ID       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_APPLICATION      | APPLICATION_TITLE    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_APPLICATION      | APPLICATION_VERSION  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_BOTS_FACT        | SESSION_ID           | 8.5.116.45         | Column modified (size of the column increased)                                                        | <a href="#">See table</a> |
| SDR_CALL_DISPOSITION | DISPOSITION_CATEGORY | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_CALL_DISPOSITION | DISPOSITION_TYPE     | 8.5.010            | Column modified (in Microsoft SQL Server, data type                                                   | <a href="#">See table</a> |
| Table                | Column               | Changed in release | Type of change                                                                                        | More information          |

| Table                | Column                 | Changed in release | Type of change                                                                             | More information          |
|----------------------|------------------------|--------------------|--------------------------------------------------------------------------------------------|---------------------------|
|                      |                        |                    | modified in single- and multi-language databases)                                          |                           |
| SDR_CALL_DISPOSITION | ORIGINAL_DISPOSITION   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_CALL_TYPE        | CALL_TYPE              | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_CALL_TYPE        | MEDIA_TYPE             | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_CUST_ATTRIBUTES  | ATTRIBUTE_NAME         | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_CUST_ATTRIBUTES  | SEASON_ID              | 8.5.116.45         | Column modified (size of the column increased)                                             | <a href="#">See table</a> |
| SDR_ENTRY_POINT      | DNIS                   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_EXIT_POINT       | APPLICATION_EXIT_POINT | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | <a href="#">See table</a> |
| SDR_EXT_HTTP_REST    | URL                    | 8.5.008.29         | Column modified (behavior changed)                                                         | <a href="#">See table</a> |
| SDR_EXT_HTTP_REST    | URL                    | 8.5.010            | Column modified (in Microsoft SQL                                                          | <a href="#">See table</a> |
| Table                | Column                 | Changed in release | Type of change                                                                             | More information          |

| Table                   | Column              | Changed in release | Type of change                                                                                        | More information          |
|-------------------------|---------------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
|                         |                     |                    | Server, data type modified in single-language databases)                                              |                           |
| SDR_EXT_REQUEST         | REQUEST_NAME        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_EXT_REQUEST         | REQUEST_TYPE        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_EXT_REQUEST_FACT    | SESSION_ID          | 8.5.116.45         | Column modified (size of the column increased)                                                        | <a href="#">See table</a> |
| SDR_EXT_REQUEST_OUTCOME | OUTCOME             | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_EXT_SERVICE_OUTCOME | SERVICE_NAME        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_EXT_SERVICE_OUTCOME | SERVICE_RESPONSE_ID | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_GEO_LOCATION        | COUNTRY_CODE        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_GEO_LOCATION        | COUNTRY_NAME        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| Table                   | Column              | Changed in release | Type of change                                                                                        | More information          |

| Table             | Column          | Changed in release | Type of change                                                                                        | More information          |
|-------------------|-----------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
|                   |                 |                    | modified in single- and multi-language databases)                                                     |                           |
| SDR_GEO_LOCATION  | REGION          | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_GEO_LOCATION  | TIMEZONE        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_INPUT         | INPUT_NAME      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_INPUT         | INPUT_TYPE      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_INPUT_OUTCOME | SELECTED_OPTION | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_INPUT_OUTCOME | STRIKEOUT       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_INPUT_OUTCOME | SUCCESS         | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| Table             | Column          | Changed in release | Type of change                                                                                        | More information          |

| Table                  | Column               | Changed in release | Type of change                                                                                        | More information          |
|------------------------|----------------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
| SDR_LANGUAGE           | LANGUAGE_CODE        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_LANGUAGE           | LANGUAGE_NAME        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_MESSAGE            | MESSAGE_FILE         | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_MILESTONE          | MILESTONE            | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_MILESTONE          | MILESTONE_PATH       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SESSION_FACT       | SESSION_ID           | 8.5.116.45         | Column modified (size of the column increased)                                                        | <a href="#">See table</a> |
| SDR_SURVEY_ANSWER_FACT | SURVEY_ANSWER_STRING | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_SURVEY_FACT        | INTERACTION_ID       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)             | <a href="#">See table</a> |
| SDR_SURVEY_FACT        | SESSION_ID           | 8.5.010            | Column modified                                                                                       | <a href="#">See table</a> |
| Table                  | Column               | Changed in release | Type of change                                                                                        | More information          |

| Table               | Column     | Changed in release | Type of change                                                                                        | More information          |
|---------------------|------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
|                     |            |                    | (in Microsoft SQL Server, data type modified in multi-language databases)                             |                           |
| SDR_SURVEY_FACT     | SESSION_ID | 8.5.116.45         | Column modified (size of the column increased)                                                        | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | QUESTION   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTION | Q1_I1      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| Table               | Column     | Changed in release | Type of change                                                                                        | More information          |

| Table                       | Column | Changed in release | Type of change                                                                                        | More information          |
|-----------------------------|--------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_I2 | Q15_I2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S1 | Q15_S1 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S1 | Q15_S1 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| Table                       | Column | Changed in release | Type of change                                                                                        | More information          |

| Table                       | Column | Changed in release | Type of change                                                                                        | More information          |
|-----------------------------|--------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
| SDR_SURVEY_QUESTIONNAIRE_S1 | Q3_S1  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S1 | Q4_S1  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S1 | Q5_S1  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S2 | Q1_S2  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S2 | Q6_S2  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S2 | Q7_S2  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_QUESTIONNAIRE_S2 | Q8_S2  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| Table                       | Column | Changed in release | Type of change                                                                                        | More information          |

| Table                  | Column | Changed in release | Type of change                                                                                        | More information          |
|------------------------|--------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
| SDR_SURVEY_QUESTION_S2 | SQ9_S2 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S1          | SQ1    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S1          | SQ2    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S1          | SQ3    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S1          | SQ4    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S1          | SQ5    | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S2          | SQ10   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| Table                  | Column | Changed in release | Type of change                                                                                        | More information          |

| Table                  | Column     | Changed in release | Type of change                                                                                        | More information          |
|------------------------|------------|--------------------|-------------------------------------------------------------------------------------------------------|---------------------------|
| SDR_SURVEY_S2          | SQ6        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S2          | SQ7        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S2          | SQ8        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_S2          | SQ9        | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases) | <a href="#">See table</a> |
| SDR_SURVEY_STATUS      | COMPLETE   | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_SURVEY_STATUS      | OFFER      | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_SURVEY_STATUS      | RECORDING  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| SDR_SURVEY_TRANSACTION | SESSION_CD | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases)            | <a href="#">See table</a> |
| Table                  | Column     | Changed in release | Type of change                                                                                        | More information          |

| Table                   | Column          | Changed in release | Type of change                                                                             | More information |
|-------------------------|-----------------|--------------------|--------------------------------------------------------------------------------------------|------------------|
|                         |                 |                    | modified in multi-language databases)                                                      |                  |
| SDR_SURVEY_TRANSACTION  | SESSION_ID      | 8.5.116.45         | Column modified (size of the column increased)                                             | See table        |
| SDR_USER_INPUT          | USER_INPUT_TYPE | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single-language databases) | See table        |
| SDR_USER_INPUTS_FACT    | INTERPRETATION  | 8.5.008            | Column modified (data type increased from 50 to 512 characters)                            | See table        |
| SDR_USER_INPUTS_FACT    | INTERPRETATION  | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)  | See table        |
| SDR_USER_INPUTS_FACT    | SESSION_ID      | 8.5.116.45         | Column modified (size of the column increased)                                             | See table        |
| SDR_USER_INPUTS_FACT    | START_TS_MS     | 8.5.008            | Column modified (no longer mandatory)                                                      | See table        |
| SDR_USER_INPUTS_FACT    | TOLERANCE       | 8.5.008            | Column modified (data type increased from 50 to 512 characters)                            | See table        |
| SDR_USER_INPUTS_FACT    | TOLERANCE       | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in multi-language databases)  | See table        |
| SDR_USER_MILESTONE_FACT | SESSION_ID      | 8.5.116.45         | Column modified (size of the column increased)                                             | See table        |
| STG_TRANSFORM_ERRORS    | CODES           | 8.5.001            | Column modified (error code 26 added)                                                      | See table        |
| STG_TRANSFORM_ERRORS    | TABLE_NAME      | 8.5.011.14         | Column modified (data type increased from 30                                               | See table        |
| Table                   | Column          | Changed in release | Type of change                                                                             | More information |

| Table                  | Column             | Changed in release | Type of change                                                                                                     | More information          |
|------------------------|--------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                        |                    |                    | to 255 characters)                                                                                                 |                           |
| STRATEGY               | STRATEGY_NAME      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| STRATEGY               | STRATEGY_TYPE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| STRATEGY               | STRATEGY_TYPE_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTIONS | SOURCE_ROLE        | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTIONS | SOURCE_ROLE_CODE   | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTIONS | RESULT_REASON      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| Table                  | Column             | Changed in release | Type of change                                                                                                     | More information          |

| Table                 | Column                | Changed in release | Type of change                                                                                                     | More information          |
|-----------------------|-----------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
| TECHNICAL_DESCRIPTION | RESULT_REASON_CODE    | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTION | ROLE_REASON           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTION | ROLE_REASON_CODE      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTION | TECHNICAL_RESULT      | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTION | TECHNICAL_RESULT_CODE | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TIME_ZONE             | DESCRIPTION           | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| TIME_ZONE             | TIME_ZONE_NAME        | 8.5.014.34         | Column modified                                                                                                    | <a href="#">See table</a> |
| Table                 | Column                | Changed in release | Type of change                                                                                                     | More information          |

| Table                       | Column                                  | Changed in release | Type of change                                                                                                     | More information          |
|-----------------------------|-----------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                             |                                         |                    | (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)                 |                           |
| TIME_ZONE                   | TIME_ZONE_NAME2                         | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| USER_DATA_CUST_DIM          | DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5 | 8.5.010            | Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)              | <a href="#">See table</a> |
| WORKBIN                     | WORKBIN_TYPE_CODE                       | 8.5.014.34         | Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases) | <a href="#">See table</a> |
| ATTEMPT_DISPOSITION         | Various columns                         | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)           | <a href="#">See table</a> |
| CALL_RESULT                 | Various columns                         | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)           | <a href="#">See table</a> |
| CAMPAIGN_GROUP_SESSION_FACT | Various columns                         | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)           | <a href="#">See table</a> |
| CAMPAIGN_GROUP_STATE        | Various columns                         | 8.5.003            | Column modified                                                                                                    | <a href="#">See table</a> |
| Table                       | Column                                  | Changed in release | Type of change                                                                                                     | More information          |

| Table                      | Column          | Changed in release | Type of change                                                                                           | More information |
|----------------------------|-----------------|--------------------|----------------------------------------------------------------------------------------------------------|------------------|
|                            |                 |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)                 |                  |
| CAMPAIGN_GROUP_STATUS_FACT | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CONTACT_ATTEMPT_FACT       | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CONTACT_INFO_TYPE          | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_AUDIT_LOG              | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_ETL_HISTORY            | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_EXTRACT_HISTORY        | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_PURGE_HISTORY          | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_TRANSFORM_HISTORY      | Various columns | 8.5.003            | Column modified                                                                                          | See table        |
| Table                      | Column          | Changed in release | Type of change                                                                                           | More information |

| Table                     | Column          | Changed in release | Type of change                                                                                           | More information |
|---------------------------|-----------------|--------------------|----------------------------------------------------------------------------------------------------------|------------------|
|                           |                 |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)                 |                  |
| CTL_UDE_KEYS_TO_DIVISION  | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| CTL_UD_TO_UDE_MAPPING     | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| DATE_TIME                 | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| DIALING_MODE              | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| GROUP_ANNEX               | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| INTERACTION_DESCRIPTOR    | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| INTERACTION_FACT          | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| INTERACTION_RESOURCE_FACT | Various columns | 8.5.003            | Column modified                                                                                          | See table        |
| Table                     | Column          | Changed in release | Type of change                                                                                           | More information |

| Table                      | Column          | Changed in release | Type of change                                                                                           | More information |
|----------------------------|-----------------|--------------------|----------------------------------------------------------------------------------------------------------|------------------|
|                            |                 |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)                 |                  |
| INTERACTION_RESOURCE_STATE | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| INTERACTION_TYPE           | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| IRF_USER_DATA_CUSTV1       | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| IRF_USER_DATA_GEN_V        | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| MEDIATION_SEGMENT_FACT     | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| MEDIA_TYPE                 | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| RECORD_FIELD_GROUP_V1      | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | See table        |
| RECORD_FIELD_GROUP_V2      | Various columns | 8.5.003            | Column modified                                                                                          | See table        |
| Table                      | Column          | Changed in release | Type of change                                                                                           | More information |

| Table                       | Column          | Changed in release | Type of change                                                                                           | More information          |
|-----------------------------|-----------------|--------------------|----------------------------------------------------------------------------------------------------------|---------------------------|
|                             |                 |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)                 |                           |
| RECORD_STATUS               | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| RECORD_TYPE                 | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| REQUESTED_SKILL_COMBINATION | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| RESOURCE_                   | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| RESOURCE_ANNEX              | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| RESOURCE_STATE              | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| RESOURCE_STATE_REASON       | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| ROUTING_TARGET              | Various columns | 8.5.003            | Column modified                                                                                          | <a href="#">See table</a> |
| Table                       | Column          | Changed in release | Type of change                                                                                           | More information          |

| Table                    | Column          | Changed in release | Type of change                                                                                           | More information          |
|--------------------------|-----------------|--------------------|----------------------------------------------------------------------------------------------------------|---------------------------|
|                          |                 |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)                 |                           |
| SDR_APPLICATION          | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| STG_IDB_FK_VIOLATION     | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| STG_TRANSFORM_DISCARDS   | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| STRATEGY                 | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| TECHNICAL_DESCRIPTOR     | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| TIME_ZONE                | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| USER_DATA_CUST_DIMENSION | Various columns | 8.5.003            | Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) | <a href="#">See table</a> |
| WORKBIN                  | Various columns | 8.5.003            | Column modified                                                                                          | <a href="#">See table</a> |
| Table                    | Column          | Changed in release | Type of change                                                                                           | More information          |

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| Table | Column | Changed in release | Type of change                                                                           | More information |
|-------|--------|--------------------|------------------------------------------------------------------------------------------|------------------|
|       |        |                    | (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics) |                  |
| Table | Column | Changed in release | Type of change                                                                           | More information |