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Genesys Engage cloud Reporting Guide

Table CALL_RESULT

Table CALL_RESULT

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CALL_RESULT and CALL_RESULT_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CALL_RESULT_KEY	int	X	X		
CALL_RESULT	nvarchar(32)				
CALL_RESULT_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Table CALL_RESULT

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

CALL_RESULT_KEY

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

CALL_RESULT

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

The description of the call result. This value can change with localization.

The following are possible values:

None	Fax Detected	SIT Detected
Abandoned	Forwarded	SIT IC (Intercept)
Agent CallBack Error	General Error	SIT Invalid Number
All Trunks Busy	Group CallBack Error	SIT NC (No Circuit)
Answer	Held	SIT RO (Reorder)
Answering Machine Detected	No Answer	SIT Unknown Call State
Bridge	No Dial Tone	SIT VC (Vacant Code)
Busy	No Established Detected	Stale
Call Drop Error	No Port Available	Switch Error
Cancel Record	No Progress	System Error
Cleared	No RingBack Tone	Transfer Error
Conferenced	NU Tone	Transferred
Consult	Ok	Unknown Call Result
Converse-On	Overflowed	Wrong Number
Covered	Pager Detected	Wrong Party
Deafened	Picked	
Dial Error	Queue Full	
Do Not Call	Redirected	
Dropped	Remote Release	
Dropped On No Answer	Silence	

CALL_RESULT_CODE

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

The code for the call result description. This value does not change with localization.

The following are possible values:

NONE	BRIDGE	CONSULT
ABANDONED	BUSY	CONVERSE_ON
AGENT_CALLBACK_ERROR	CALL_DROP_ERROR	COVERED
ALL_TRUNKS_BUSY	CANCEL_RECORD	DEAFENED
ANSWER	CLEARED	DIAL_ERROR
ANSWERING_MACHINE_DETECTED	CONFERENCED	DO_NOT_CALL

Table CALL_RESULT

DROPPED	NU_TONE	SIT_RO
DROPPED_ON_NO_ANSWER	OK	SIT_UNKNOWN_CALL_STATE
FAX_DETECTED	OVERFLOWED	SIT_VC
FORWARDED	PAGER_DETECTED	STALE
GENERAL_ERROR	PICKED	SWITCH_ERROR
GROUP_CALLBACK_ERROR	QUEUE_FULL	SYSTEM_ERROR
HELD	REDIRECTED	TRANSFER_ERROR
NO_ANSWER	REMOTE_RELEASE	TRANSFERRED
NO_DIAL_TONE	SILENCE	UNKNOWN_CALL_RESULT
NO_ESTABLISHED_DETECTED	SIT_DETECTED	WRONG_NUMBER
NO_PORT_AVAILABLE	SIT_IC	WRONG_PARTY
NO_PROGRESS	SIT_INVALID_NUMBER	
NO_RINGBACK_TONE	SIT_NC	

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.