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Genesys Engage cloud Reporting Guide

Table SDR_CALL_DISPOSITION

Table SDR_CALL_DISPOSITION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the FINAL_DISPOSITION column modified in single-language databases and for the DISPOSITION_TYPE and DISPOSITION_CATEGORY columns in single- and multi-language databases); 8.5.007 (FINAL_DISPOSITION column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the disposition, which represents the status of the interaction at the time it exited the call flow. Each row describes one possible disposition, such as whether the interaction was routed to an agent or the caller hung up.

Tip

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

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

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Table SDR_CALL_DISPOSITION

Column	Data Type	P	M	F	DV
DISPOSITION_TYPE	nvarchar(255)		X		NO_VALUE
DISPOSITION_CATEGORY	nvarchar(255)		X		NO_VALUE
FINAL_DISPOSITION	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

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.

DISPOSITION_TYPE

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

The disposition, or status, assigned to a call when the caller exited the call flow. Possible values are:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

For more information about the disposition types and what they represent, see the [Designer Summary Dashboard](#).

DISPOSITION_CATEGORY

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

Custom disposition category that an application may specify, to help categorize user-specific outcomes of application. The values depend on the application. Below are examples of the values that an application might provide:

Table SDR_CALL_DISPOSITION

- Transfer
- Abandoned
- Self Helped
- Deflection
- Missing

FINAL_DISPOSITION

Introduced: Release 8.5.007

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

The disposition, or status, assigned to a call at the time it exited the call flow, such as whether it was routed to an agent, terminated due to it being a special day or outside of regular business hours, or the caller hung up. One of the following values:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

Index List

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

Index I_SDR_CALL_DISPOSITION

Field	Sort	Comment
DISPOSITION_TYPE	Ascending	
DISPOSITION_CATEGORY	Ascending	
FINAL_DISPOSITION	Ascending	

Subject Areas

No subject area information available.