Genesys Engage cloud Reporting Guide

Info Mart GIDB Tables

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Info Mart GIDB Tables

The immediate source of data for Genesys Info Mart is Interaction Concentrator, which consists of a server application (ICON) and a database, Interaction Database (IDB). There are multiple Interaction Concentrator instances (ICON-IDB pairs) in your Genesys Engage cloud deployment. Each ICON uses its IDB to store detailed reporting data from various sources in your Genesys Engage cloud contact center. As the first stage of the ETL process, Genesys Info Mart extracts the low-level data from any number of IDB(s) in the cloud environment and stores the consolidated data in Global Interaction Database (GIDB) tables in the Info Mart schema. The low-level GIDB data is subsequently transformed and loaded into the fact and dimension tables in the Info Mart dimensional model.

As described on the About Data Export page, in general Genesys Info Mart does not include the internal GIDB tables in the data export. However, Genesys Info Mart does export certain GIDB tables that contain configuration details, because the data is needed to support data in other exported tables.

The GIDB tables in the Info Mart schema are based on equivalent tables in IDB. The GIDB table descriptions in this document are reproduced for your convenience from the Interaction Concentrator documentation.

The following GIDB tables are available for export:

- Table GIDB_GCX_LOGIN_INFO
- Table GIDB_GC_ANNEX
- Table GIDB_GC_CALLING_LIST
- Table GIDB_GC_CAMPAIGN
- Table GIDB_GC_FOLDER
- Table GIDB_GC_GROUP
- Table GIDB_GC_LOGIN
- Table GIDB_GC_PLACE
- Table GIDB_GC_SKILL
- Table GIDB_GC_TENANT

System Fields

Certain fields appear in multiple tables. These fields, whose field names all begin with GSYS_, are reserved for use by internal Genesys system functions.

The following fields can have special and unique meanings in various tables:

- GSYS_EXT_VCH1

- GSYS_EXT_VCH2

- GSYS_EXT_INT1

- GSYS_EXT_INT2

The following fields have identical meanings regardless of where they appear:

- GSYS_DOMAIN—In all operational tables, contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. The DSS_ID identifies the session in the data source session control tables (the G_DSS_*_PROVIDER tables, where the asterisk represents the particular provider, as specified by the ICON role—cfg, gcc, gls, gos, or gud). The value points to (a) a data source session ID that uniquely identifies the connection between the ICON application, the data source application (for example, T Server), and the switch; and (b) the timeframe during which the connection was active.
  In other tables, GSYS_DOMAIN is reserved for internal use.

- GSYS_SYS_ID—Reserved for internal use.

Dictionary Types

Some field descriptions refer to dictionary types, which are defined by ICON. The G_DICTIONARY Values page lists the dictionary types that are relevant for the GIDB configuration tables documented in this guide.