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Genesys Engage cloud Reporting Guide

Table CALLBACK_DIM_1

12/15/2025

Table CALLBACK_DIM_1

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on characteristics of the callback offer and attempts.

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		
CHANNEL	nvarchar(170)		X		UNKNOWN

Table CALLBACK_DIM_1

Column	Data Type	P	M	F	DV
CALLBACK_OFFER_TYPE	nvarchar(170)		X		UNKNOWN
CALLBACK_TYPE	nvarchar(170)		X		UNKNOWN
CONNECT_ORDER	nvarchar(170)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_1_KEY.

CHANNEL

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_CHANNEL

The interaction channel from which the callback originated. This field is set to one of the following values:

- IVR
- WEB
- MOBILE
- UNKNOWN

CALLBACK_OFFER_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_CALLBACK_OFFER_TYPE

The type of callback offer that was presented to the customer. For example, after business hours, SCHEDULED is the only available option; during business hours, business rules might allow only the WAIT_FOR_AGENT option or a combination of SCHEDULED and WAIT_FOR_AGENT. This field is set to one of the following values:

- SCHEDULED
- WAIT_FOR_AGENT
- COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT
- IMMEDIATE
- UNKNOWN

CALLBACK_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_TYPE

The type of callback the customer requested. This field is set to one of the following values:

- IMMEDIATE - The interaction is created right away while the customer is waiting for the agent (in an online chat session or waiting for a voice call).
- WAIT_FOR_AGENT - The interaction is delayed until the agent is about to become available or actually becomes available (as in an agent first scenario).
- SCHEDULED - The time for the callback interaction is negotiated with the customer.
- UNKNOWN - The type is unknown. This value is also used when the callback offer was declined.

CONNECT_ORDER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)

Based on KVP: _CB_DIM_CONNECT_ORDER

The order in which the final callback interaction was connected. This field is set to one of the following values:

- CUSTOMER_FIRST
- AGENT_FIRST_PREVIEW
- AGENT_FIRST_NO_PREVIEW
- UNKNOWN

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.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_1	X		Ensures that the combinations of values

Table CALLBACK_DIM_1

CODE	U	C	Description
			that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_1

Field	Sort	Comment
CHANNEL	Ascending	
CALLBACK_OFFER_TYPE	Ascending	
CALLBACK_TYPE	Ascending	
CONNECT_ORDER	Ascending	

Subject Areas

No subject area information available.