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# Genesys Engage cloud Reporting Guide

Table `CHAT_THREAD_FACT`

# Table CHAT\_THREAD\_FACT

## Description

**Introduced:** 8.5.014.09

**Modified:** 8.5.015.19 (PRODUCER\_BATCH\_ID added)

In partitioned databases, this table is partitioned.

This table is populated in cloud deployments with Advanced Chat. Each row in this table describes a chat thread, providing accumulated statistics for all chat sessions within a thread, in a deployment with Advanced Chat.

Each fact is based on user data about the chat thread sent in an Interaction Server reporting event when a particular chat session ends. Genesys Info Mart extracts the KVP data from the G\_USERDATA\_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT\_THREAD\_FACT record. Rows are inserted on receipt of the reporting event; rows are updated when a subsequent reporting event is received about a new chat session that is part of the same thread. The chat statistics reported in each record are summarized by thread and are not connected to specific agents.

The THREAD\_ID links the CHAT\_THREAD\_FACT record with the related CHAT\_SESSION\_FACT.

## Terminology note

The meanings of terms such as *interaction*, *session*, *thread*, and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT\_SESSION\_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.  
In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_SESSION\_FACT records is always referred to as a *session*. In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction*, and the term *session* could have a different meaning (see next bullet).
- For the CHAT\_THREAD\_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.  
In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT\_THREAD\_FACT records is always referred to as a *thread*. In certain chat implementations in

cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations*. As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

### 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
THREAD_ID	varchar(64)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
SESSIONS_COUNT	int		X		0
HANDLE_DURATION	int		X		0
AGENTS_COUNT	int		X		0
ENGAGEMENTS_COUNT	int		X		0
AGENT_REPLY_DURATION	int		X		0
MSG_FROM_AGENTS	int		X		0
MSG_FROM_AGENTS_SIZE	int		X		0
MSG_FROM_CUSTOMERS	int		X		0
MSG_FROM_CUSTOMERS_SIZE	int		X		0
MEDIA_TYPE_KEY	int		X	X	-2
MEDIA_ORIGIN_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

## THREAD\_ID

**Based on KVP:** thread\_Id

Identifier of the thread that the chat session is part of. The value allows you to associate interaction, or chat session, details with chat thread details by using the following reference:

`CHAT_SESSION_FACT.THREAD_ID=CHAT_THREAD_FACT.THREAD_ID`

## START\_DATE\_TIME\_KEY

**Based on KVP:** cse\_ChatThreadStartedAt

Identifies the start of a 15-minute interval in which the first session within the chat thread was initiated. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone. In combination with THREAD\_ID, START\_DATE\_TIME\_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

## END\_DATE\_TIME\_KEY

**Based on KVP:** ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the most recent session within the chat thread ended or was rejected. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone.

## TENANT\_KEY

**Based on KVP:** csg\_TenantId

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

## SESSIONS\_COUNT

**Based on KVP:** thrd\_SessionsCount

The number of sessions in the thread.

## HANDLE\_DURATION

**Based on KVP:** thrd\_HandleTime

The total time (in seconds) that at least one agent was connected to the thread. This value is

calculated as the sum of CHAT\_SESSION\_FACT.HANDLE\_DURATION values for all chat sessions that are part of the thread.

## AGENTS\_COUNT

**Based on KVP:** thrd\_PartiesAsAgentCount

The number of unique agents that handled interactions within the thread.

## ENGAGEMENTS\_COUNT

**Based on KVP:** thrd\_EngagementsCount

The number of engagements, manifested as occurrences of Agent Join events when an agent was in active mode and performed some customer-related actions in the chat (for example, typed a message).

## AGENT\_REPLY\_DURATION

**Based on KVP:** thrd\_AgentReplyTotalTime

The amount of time elapsed between a client's message and a subsequent agent's message, summarized throughout the thread.

## MSG\_FROM\_AGENTS

**Based on KVP:** thrd\_MessagesFromAgentsCount

The total number of agents' messages in the thread.

## MSG\_FROM\_AGENTS\_SIZE

**Based on KVP:** thrd\_MessagesFromAgentsSize

The total size of agents' messages in the thread, expressed as the number of characters, including spaces.

## MSG\_FROM\_CUSTOMERS

**Based on KVP:** thrd\_MessagesFromCustomersCount

The total number of client messages in the thread.

## MSG\_FROM\_CUSTOMERS\_SIZE

**Based on KVP:** thrd\_MessagesFromCustomersSize

The total size of client messages in the thread, expressed as the number of characters, including spaces.

## MEDIA\_TYPE\_KEY

**Based on KVP:** csg\_MediaType

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables, to indicate the type of media.

## MEDIA\_ORIGIN\_KEY

**Based on KVP:** csg\_MediaOrigin

The surrogate key that is used to join the MEDIA\_ORIGIN dimension to the fact tables, to indicate where the chat originated.

## 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.

## PRODUCER\_BATCH\_ID

**Introduced:** Release 8.5.015.19  
Reserved for internal use.

## Index List

CODE	U	C	Description
I_CHAT_THREAD_FACT_SDT			Improves access time, based on the Start Date Time key.

## Index I\_CHAT\_THREAD\_FACT\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Subject Areas

No subject area information available.