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# Genesys Engage cloud Reporting Guide

Table CONTACT\_ATTEMPT\_FACT

# Table CONTACT\_ATTEMPT\_FACT

## Description

**Modified:** 8.5.015.19 (PRODUCER\_BATCH\_ID added); 8.5.015.07 (record-creation behavior changed); 8.5.003 (RECORD\_FIELD\_41 through RECORD\_FIELD\_60 added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table describes an Outbound Contact Server (OCS) processing attempt for an outbound campaign contact. An attempt may or may not include dialing; an example of an attempt that did not include dialing would be a preview record that is retrieved but then canceled without dialing.

Starting with release 8.5.015.07, you can control whether Genesys Info Mart creates separate CONTACT\_ATTEMPT\_FACT (CAF) records or a single, aggregated CAF record for calls dialed in the context of the same CALL\_ATTEMPT\_GUID. The default is a single, aggregated record. Prior to release 8.5.015.07, Genesys Info Mart always created separate records for each call attempt dialed in the context of the same CALL\_ATTEMPT\_GUID. If you want to retain the prior behavior, set the **ocs-caf-aggregates-calls** option to false.

The grain of the fact is an accumulating snapshot that represents the duration of the attempt. Record-based columns are populated with data from the first record associated with the contact attempt. Rows are inserted only when the attempt is completed, and they are not updated.

The CALL\_ATTEMPT\_ID enables you to link a CAF record with the associated Interaction Resource Fact (IRF).

### 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
CONTACT_ATTEMPT_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
MEDIA_TYPE_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
DIALING_MODE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	-1
PLACE_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CPD_RESULT_KEY	int		X	X	
CALL_RESULT_KEY	int		X	X	
RECORD_TYPE_KEY	int		X	X	
RECORD_STATUS_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
CONTACT_INFO_TYPE_KEY	int		X	X	
TIME_ZONE_KEY	int		X	X	
ATTEMPT_DISPOSITION_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
CALLID	varchar(64)				
RECORD_FIELD_GROUP_1_KEY	int		X	X	
RECORD_FIELD_GROUP_2_KEY	int		X	X	
START_TS	int				
END_TS	int				
CALL_ATTEMPT_ID	varchar(64)				
RECORD_ID	int				
CHAIN_ID	int				
CHAIN_N	int				
CONTACT_INFO	varchar(255)/nvarchar(255)				
ATTEMPT_ORDINAL	int				

Table CONTACT\_ATTEMPT\_FACT

Column	Data Type	P	M	F	DV
DAILY_FROM_SECONDS	int				
DAILY_UNTIL_SECONDS	int				
DAILY_FROM_TIME	int				
DAILY_UNTIL_TIME	int				
DAILY_FROM_TIME_KEY	int				
DAILY_UNTIL_TIME_KEY	int				
CONTACT_DAILY_FROM_TIME	datetime				
CONTACT_DAILY_UNTIL_TIME	datetime				
DIAL_SCHED_TIME	int				
DIAL_SCHED_TIME_KEY	int				
CONTACT_DIAL_SCHED_TIME	datetime				
OVERDIAL_FLAG	numeric(1)				
CONTACT_COMPLETE_FLAG	numeric(1)				
RPC_FLAG	numeric(1)				
CONVERSION_FLAG	numeric(1)				
CPD_DIAL_COUNT	smallint				0
CPD_DIAL_DURATION_MS	int				0
CPD_COUNT	smallint				0
CPD_DURATION_MS	int				0
CPD_TRANSFER_COUNT	smallint				0
CPD_TRANSFER_DURATION_MS	int				0
RECORD_FIELD_1 through RECORD_FIELD_10	numeric(14,4)				
RECORD_FIELD_11 through RECORD_FIELD_30	int				
RECORD_FIELD_31 through RECORD_FIELD_60	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

## CONTACT\_ATTEMPT\_FACT\_KEY

The primary key of this table.

## TENANT\_KEY

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

## 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.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

## START\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the contact attempt began. 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 START\_TS timestamp to an appropriate time zone.

## END\_DATE\_TIME\_KEY

Identifies the start of a 15-minute interval in which the contact attempt ended. 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 END\_TS timestamp to an appropriate time zone.

## DIALING\_MODE\_KEY

The surrogate key that is used to join the DIALING\_MODE dimension to the fact tables.

## RESOURCE\_KEY

The surrogate key that is used to join the RESOURCE\_ dimension to the fact and aggregate tables in order to identify the person who indicated that this contact attempt is processed. Note that this resource is not necessarily the same resource that handled the outbound call.

## RESOURCE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE\_GROUP\_COMBINATION dimension. This field identifies the groups of which the Agent resource was a member when the contact attempt started. This field references the default "No Group" (-2) value if the Agent does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

## PLACE\_KEY

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

## CAMPAIGN\_KEY

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

## GROUP\_KEY

The surrogate key that is used to join the GROUP\_ dimension to the fact tables.

## CPD\_RESULT\_KEY

The surrogate key that is used to join the CALL\_RESULT dimension to the fact tables for the dialer result.

## CALL\_RESULT\_KEY

The surrogate key that is used to join the CALL\_RESULT dimension to the fact tables.

## RECORD\_TYPE\_KEY

The surrogate key that is used to join the RECORD\_TYPE dimension to the fact tables.

## RECORD\_STATUS\_KEY

The surrogate key that is used to join the RECORD\_STATUS dimension to the fact tables.

## CALLING\_LIST\_KEY

The surrogate key that is used to join the CALLING\_LIST dimension to the fact tables.

## CONTACT\_INFO\_TYPE\_KEY

The surrogate key that is used to join the CONTACT\_INFO\_TYPE dimension to the fact tables.

## TIME\_ZONE\_KEY

The surrogate key that is used to join the TIME\_ZONE dimension to the fact tables. It specifies the time zone of the contact.

## ATTEMPT\_DISPOSITION\_KEY

The key that uniquely identifies the disposition. The key value combines the state and the descriptor that provides additional details. The first eight bits identify the cause of the contact attempt termination. The key can be used to join the ATTEMPT\_DISPOSITION table to the fact table.

## CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY

The value of the START\_DATE\_TIME\_KEY field of the record in the CAMPAIGN\_GROUP\_SESSION\_FACT table. On a partitioned database, CAMP\_GROUP\_SESS\_FACT\_SDT\_KEY in combination with CAMP\_GROUP\_SESSION\_FACT\_KEY forms a value of the composite primary key for the CAMPAIGN\_GROUP\_SESSION\_FACT table.

## CAMP\_GROUP\_SESSION\_FACT\_KEY

The value of the primary key of the CAMPAIGN\_GROUP\_SESSION\_FACT table. This surrogate key is used to join this contact attempt fact to its campaign group session fact. In other words, this key places the contact attempt within the context of a campaign group session.

## CALLID

The unique ID of the interaction, as retrieved from the CALLID field of the GOX\_CHAIN\_CALL IDB table. The referenced interaction depends on the campaign dialing mode. For example, for Push Preview dialing mode, CALLID refers to the multimedia interaction that is used to push the preview record to an agent.

If Genesys Info Mart has been configured to create a single, aggregated record for multiple call attempts dialed in the context of the same CALL\_ATTEMPT\_GUID, the CALLID refers to the last dialed call. (This is the default behavior starting with release 8.5.015.07.)

## RECORD\_FIELD\_GROUP\_1\_KEY

The surrogate key that is used to join the RECORD\_FIELD\_GROUP\_1 dimension to the fact tables. It

optionally specifies a combination of configured field values for a contact attempt.

## RECORD\_FIELD\_GROUP\_2\_KEY

The surrogate key that is used to join the RECORD\_FIELD\_GROUP\_2 dimension to the fact tables. It optionally specifies a combination of configured field values for a contact attempt.

## START\_TS

The UTC-equivalent value of the date and time at which the contact attempt began.

## END\_TS

The UTC-equivalent value of the date and time at which the contact attempt ended.

## CALL\_ATTEMPT\_ID

The ID that is assigned to this processing attempt by OCS.

This value allows you to associate interaction details with contact attempt details using the following references:

- IRF\_USER\_DATA\_GEN\_1.GSW\_CALL\_ATTEMPT\_GUID = CONTACT\_ATTEMPT\_FACT.CALL\_ATTEMPT\_ID
- IRF\_USER\_DATA\_GEN\_1.INTERACTION\_RESOURCE\_ID =  
INTERACTION\_RESOURCE\_FACT.INTERACTION\_RESOURCE\_ID

## RECORD\_ID

The unique identifier for the record in the calling list.

## CHAIN\_ID

The chain identifier of the record that is being attempted.

## CHAIN\_N

The order of the record that is being attempted within the chain.

For example, a customer, represented by CHAIN\_ID=5, could have the following order of attempts defined in this table:



- The first link in the chain (CHAIN\_N = 1) could represent the customer's home telephone number (RECORD\_ID = 10).
- The second link in the chain (CHAIN\_N = 2) could represent the customer's work telephone number (RECORD\_ID = 11).

## CONTACT\_INFO

The contact\_info of the record that is being attempted. The CONTACT\_INFO\_TYPE dimension value indicates the type, such as HomePhone.

## ATTEMPT\_ORDINAL

The attempt number of the calling list record.

## DAILY\_FROM\_SECONDS

Indicates the start of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

## DAILY\_UNTIL\_SECONDS

Indicates the end of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

## DAILY\_FROM\_TIME

The UTC-equivalent value that corresponds to the start of the time frame during which this record can be called.

## DAILY\_UNTIL\_TIME

The UTC-equivalent value that corresponds to the end of the time frame during which this record can be called.

## DAILY\_FROM\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the start of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

### DAILY\_UNTIL\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the end of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE\_TIME dimension.

### CONTACT\_DAILY\_FROM\_TIME

The starting date and time of the time frame during which this record can be called, in the time zone of the contact.

### CONTACT\_DAILY\_UNTIL\_TIME

The ending date and time of the time frame during which this record can be called, in the time zone of the contact.

### DIAL\_SCHED\_TIME

**Modified:** 8.5.116.26 (behavior changed)

The UTC-equivalent value of the date and time of the scheduled call. Starting with release 8.5.116.26, the **ocs-dial-sched-time** option enables you to specify whether the value represents the scheduled time of the next call attempt or the time that was scheduled for the current call attempt. The default behavior is to record the next call attempt.

### DIAL\_SCHED\_TIME\_KEY

Identifies the start of a 15-minute interval that corresponds to the scheduled time of the call, as specified in the DIAL\_SCHED\_TIME field. Use this value as a key to join to any configured DATE\_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START\_TS timestamp to an appropriate time zone.

### CONTACT\_DIAL\_SCHED\_TIME

The date and time of the scheduled call, in the time zone of the contact.

### OVERDIAL\_FLAG

A flag to indicate whether this attempt was overdialed, meaning that a contact was reached, but no agent or IVR was available to handle the call: 0 = No, 1 = Yes.

### CONTACT\_COMPLETE\_FLAG

A flag to indicate whether this attempt led to the contact being completed: 0 = No, 1 = Yes.

### RPC\_FLAG

Indicates whether the right person was contacted during this processing attempt: 0 = No, 1 = Yes.

### CONVERSION\_FLAG

Indicates whether a conversion was made during this processing attempt: 0 = No, 1 = Yes.

### CPD\_DIAL\_COUNT

Indicates whether dialing duration was provided by OCS: 0 = No, 1 = Yes.

### CPD\_DIAL\_DURATION\_MS

The time, in milliseconds, between the moment when dialing was initiated and the moment when the dialed call was answered by the called party or when the call that did not reach the called party was released.

Note that the time when the call was answered by the called party is available only when Call Progress Detection (CPD) Server is used for dialing.

### CPD\_COUNT

Indicates whether this contact attempt had call progress detection performed against it: 0 = No, 1 = Yes.

### CPD\_DURATION\_MS

The time, in milliseconds, from the moment when the call was answered by the called party until the moment when CPD was done.

Note that both time stamps are available only when CPD Server is used for dialing.

### CPD\_TRANSFER\_COUNT

Indicates whether a transfer was used to deliver the call from the point of call progress detection to the Agent or IVR.

## CPD\_TRANSFER\_DURATION\_MS

The time, in milliseconds, between the moment when CPD was completed and the moment when the call was established on the Agent's DN or IVR DN.

Note that the time when CPD was completed is available only when CPD Server is used for dialing.

## RECORD\_FIELD\_1 through RECORD\_FIELD\_10

Value of custom record fields 1 through 10, respectively. These fields are a numeric data type.

## RECORD\_FIELD\_11 through RECORD\_FIELD\_30

Value of custom record fields 11 through 30, respectively. These fields are a numeric data type.

## RECORD\_FIELD\_31 through RECORD\_FIELD\_60

**Introduced:** Release 8.5.003 (RECORD\_FIELD\_41 through RECORD\_FIELD\_60)

Value of custom record fields 31 through 60, respectively. These fields are a character data type.

## ACTIVE\_FLAG

Indicates whether the contact attempt is currently active: 0 = No, 1 = Yes.

## PURGE\_FLAG

This field is reserved.

## PRODUCER\_BATCH\_ID

**Introduced:** Release 8.5.015.19

Reserved for internal use.

## Index List

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

Table CONTACT\_ATTEMPT\_FACT

CODE	U	C	Description
I_CAF_TNT			Improves access time, based on the Tenant.
I_CAF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CAF_CID			Improves access time, based on the Call ID.

## Index I\_CAF\_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

## Index I\_CAF\_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

## Index I\_CAF\_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

## Index I\_CAF\_CID

Field	Sort	Comment
CALLID	Ascending	

## Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Facts** — Represents the relationships between subject area facts.