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Genesys Engage cloud Reporting Guide

Table IRF_USER_DATA_KEYS

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Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2 added); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_KEYS allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.

The table includes a foreign key that references either an IRF record or an MSF record. The table also includes references to foreign key columns for the predefined dimensions that are based on user data and to a configurable number of Custom_Key columns.

Each row describes a combination of foreign keys to predefined and custom dimensions that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation.

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
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	-2
USER_DATA_GEN_DIM_KEY_1	int			X	
USER_DATA_GEN_DIM_KEY_2	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. This value can also be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join the INTERACTION_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, that are associated with the interaction. If a call did not include these attributes during a specific fact, this key references the default "Unspecified" dimension value.

USER_DATA_GEN_DIM_KEY_1

Introduced: Release 8.5.014.19

The surrogate key used to join to the USER_DATA_GEN_DIM_1 dimension.

USER_DATA_GEN_DIM_KEY_2

Introduced: Release 8.5.014.19

The surrogate key used to join to the USER_DATA_GEN_DIM_2 dimension.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001

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

Introduced: Release 8.5.001

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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_IRF_USER_DATA_KEYS_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_KEYS_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- **Interaction_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.