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Genesys Engage cloud Reporting Guide

Table SDR_MESSAGE

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Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.

Modified: 8.5.010 (in Microsoft SQL Server, data type for MESSAGE_FILE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the prompt messages that were used during self-service. Each row in the table describes one message file.

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		
MESSAGE_FILE	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

MESSAGE_FILE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the file that was used to play a prompt message, as specified by the application.

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_SDR_MESSAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_MESSAGE

Field	Sort	Comment
MESSAGE_FILE	Ascending	

Subject Areas

No subject area information available.