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# Genesys Engage cloud Reporting Guide

Table SDR\_SURVEY\_SCORES

# Table SDR\_SURVEY\_SCORES

## Description

**Introduced:** 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the scores that survey respondents provided, indicating the respondent's satisfaction with the agent, call, product, and company, as well as a recommendation score, which is used to calculate Net Promoter Score (NPS).

### 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		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IAGENTSORE	int		X		-1
ICOMPANYSORE	int		X		-1

Table SDR\_SURVEY\_SCORES

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Column	Data Type	P	M	F	DV
ICALLSCORE	int		X		-1
IPRODUCTSCORE	int		X		-1
IRECOMMEDSCORE	int		X		-1

## ID

The primary key of this table.

## 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.

## IAGENTSCORE

**Based on KVP:** survey\_iAgentScore

The user satisfaction score for the agent.

## ICOMPANYSCORE

**Based on KVP:** survey\_iCompanyScore

The user satisfaction score for the company.

## ICALLSCORE

**Based on KVP:** survey\_iCallScore

The overall user satisfaction score for the call.

## IPRODUCTSCORE

**Based on KVP:** survey\_iProductScore

The overall user satisfaction score for the product.

## IRECOMMEDSCORE

**Based on KVP:** survey\_iRecommendScore

The user's rating score (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS). Note that the word "recommend" is misspelled in the column name.

## Index List

CODE	U	C	Description
I_SDR_SURVEY_SCORES	X		Improves access time, based on the CREATE_AUDIT_KEY value.

## Index I\_SDR\_SURVEY\_SCORES

Field	Sort	Comment
IAGENTSCORE	Ascending	
ICOMPANYSCORE	Ascending	
ICALLSCORE	Ascending	
IPRODUCTSCORE	Ascending	
IRECOMMEDSCORE	Ascending	

## Subject Areas

No subject area information available.