Genesys Info Mart 8.0

Microsoft SQL Server Reference Manual

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Table of Contents

Preface

Welcome to the *Genesys Info Mart 8.0 Microsoft SQL Server Reference Manual.* This document acquaints you with the subject areas and tables that make up the Genesys Info Mart star schemas.

This document will help you make informed business decisions, based on the information that is collected by Genesys Info Mart. It will also help you understand how you can use the data that is collected by Genesys Info Mart to create reports. In brief, you will find the following information in this document:

- Subject area diagrams, depicting each Genesys Info Mart star schema
- Descriptions of each Genesys Info Mart table and its columns

This document is valid only for the 8.0 release(s) of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface contains the following sections:

About Genesys Info Mart

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Intended Audience

This *Microsoft SQL Server Reference Manual* is intended for operational managers and business analysts who want to query the information that is collected by Genesys Info Mart in order to make informed business decisions. It is intended also for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information that is collected

by Genesys Info Mart to create reports that support informed business decisions. In addition, system integrators and system administrators may find helpful the data in the control tables and views for data validation and troubleshooting purposes. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80gim_ref_mssql_09-2010_v8.0.001.00

You will need this number when you are talking with Genesys Technical Support about this document.

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Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart Server gathers Info Mart data:

- P, for primary key
- M, for mandatory field
- F, for foreign key
- DV, for default value

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

Related Resources

Genesys Info Mart uses source data from several Genesys products. Because of this, Genesys strongly recommends that you read the following documentation in order to better understand the data presented in the Genesys Info Mart:

- *Genesys Info Mart 8.0 Deployment Guide*
- *Genesys Info Mart 8.0 Operations Guide*
- *Genesys Info Mart 8.0 User's Guide*
- *Genesys Info Mart 8.0 Database Size Estimator*
- *Interaction Concentrator 8.0 Deployment Guide*
- *Interaction Concentrator 8.0 Physical Data Model* for your particular RDBMS
- *Framework 8.0 Configuration Manager Help*
- *Genesys Master Glossary*, which ships on the Genesys Documentation Library DVD, and which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website

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- Genesys Technical Support website at http://genesyslab.com/support.
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Document Change History

This section lists topics that are new or that have changed significantly since the first release of this document.

New in Document Version v8.0.101.00

The document has been updated to support Genesys Info Mart release 8.0.1. The following information has been changed because of the software updates or corrected in the document since the previous release of this document:

- A new subsection, “New in Release 8.0.1”, summarizes the feature enhancements that Genesys Info Mart 8.0.1 provides.
- Where appropriate, Microsoft SQL Server is now mentioned as a platform on which Genesys Info Mart supports partitioning of the Info Mart database.
- The description of the IRF_USER_DATA_GEN_1 table has been expanded to reflect support for two new key-value pairs (KVPs), REVENUE and SATISFACTION. The Interaction_Resource subject area diagram has been updated to reflect this addition.
- Descriptions of certain thresholds in the MEDIATION_SEGMENT_FACT table have been modified to refer to the media-specific configuration options that control their population and that are new to release 8.0.1.

- Subject area diagrams that include the INTERACTION_TYPE dimension have been updated to include the new column, IGNORE.
- Subject area diagrams that include the MEDIA_TYPE dimension have been updated to include the new IS_ONLINE column, which is part of the support for transformation of 3rd Party Media interactions.
- A previously missing description of the ADMIN_AUDIT_LOG view has been added.

New in Document Version v8.0.002.00

The document has been updated to support Genesys Info Mart release 8.0.001.05. The following information has been changed because of the software updates or corrected in the document since the initial 8.0 release of this document:

- The data type has changed from varchar(255) to varchar(170) for the following columns in the INTERACTION_DESCRIPTOR table: CUSTOMER_SEGMENT, SERVICE_TYPE, SERVICE_SUBTYPE, and BUSINESS_RESULT. The descriptions of this table and its columns have been modified slightly.
- The data type has changed from varchar(255) to varchar(170) for the following columns in the sample user data dimension USER_DATA_CUST_DIM_1 table: DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5. The descriptions of this table and its columns have been modified slightly.
- A small number of indexes were renamed, mostly in the user data tables.
- The list of columns for the Tenant view has been corrected.
- The INTERACTION_FACT.END_DATE_TIME_KEY description has been added.
- Descriptions for the numbered columns that are similar in meaning were combined (as, for example, descriptions of RECORD_FIELD_1 through RECORD_FIELD_40 columns in the CONTACT_ATTEMPT_FACT table).
- The diagram in Figure 1, “Multi-tenant data organization,” has been updated.

Chapter 1: Genesys Info Mart Overview

Genesys Info Mart data resides in several database schemas. In the following sections, this chapter describes how Genesys Info Mart data is organized into these schemas:

- Genesys Info Mart Database Schema
- Genesys Info Mart Tenant Views Database Schema

Note: The term *voice interactions* refers to traditional telephony calls while the term *multimedia interactions* refers to interactions that are processed through Genesys eServices/Multimedia solution, including 3rd Party Media interactions.

Star Schemas

Genesys Info Mart uses multidimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved by using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are *fact tables* and *dimension tables*. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these facts are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions that are related to interactions might include the date and time at which each interaction started, the required skills for the various service types that are requested by customers, and the value of various customers to the business.

Views

Genesys Info Mart supplies read-only views for both single-tenant and multi-tenant deployments. Tenant-specific (or user-specific) views can be created by using a Genesys-provided script to give each tenant (or user) access to only its own data. Tenant-specific views shield business users from evolutionary changes to the underlying database schema and prevent users from accidentally changing the contents of the underlying database.

Indexes

Genesys Info Mart supplies out-of-box indexes to facilitate purging and transformation of data. The number of indexes would be smaller in a partitioned database where purging is based on partitions.

Genesys Info Mart Database Schema

The Genesys Info Mart database schema contains the dimensions and facts that the *extract, transform, and load* (ETL) loads. The schema also includes five categories of internal tables that ETL jobs use for data processing. Specifically, this database schema contains the following tables:

- Dimension tables
- Fact tables
- Control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Many fact tables and the aggregate tables that come with either Genesys Interactive Insights (GI2) or the Reporting and Analytics Aggregates (RAA) package share the same dimension tables. The Genesys Info Mart ETL frequently loads the dimension and fact tables throughout a day to enable reporting on both recent and historical contact center activity.

Note: Genesys Info Mart database schema includes a set of dimesion views, in addition to dimension tables. For a discussion of dimension views, see "Dimension Views."

Whereas most control (service) tables are intended for internal purposes, certain CTL_* tables contain operational data that is helpful to system integrators and system administrators in their data validation and troubleshooting tasks.

GIDB stands for Global Interaction Database. This part of the Info Mart database is designed to keep all records that are extracted from various IDBs and subsequently merged, so that coherent reporting data at the lowest level of detail is gathered from the entire contact center and stored within a single data warehouse for as long as customers require detailed data. Genesys Info Mart further processes (transforms) GIDB data to create data representations useful for end-user reports.

Merge tables within the Info Mart database are intended for internal purposes only. They provide temporary storage for those interaction records that may be subject to the merge process.

Most staging (STG_*) tables are intended for internal purposes only, with the exception of two tables that are useful for troubleshooting errors in the source data that cause ETL jobs to either generate exceptions or fail.

All temporary (TMP_*) tables are intended for internal purposes only.

The fact and dimension tables are depicted in the "Info Mart Database Owner/Schema" portion of Figure 1.

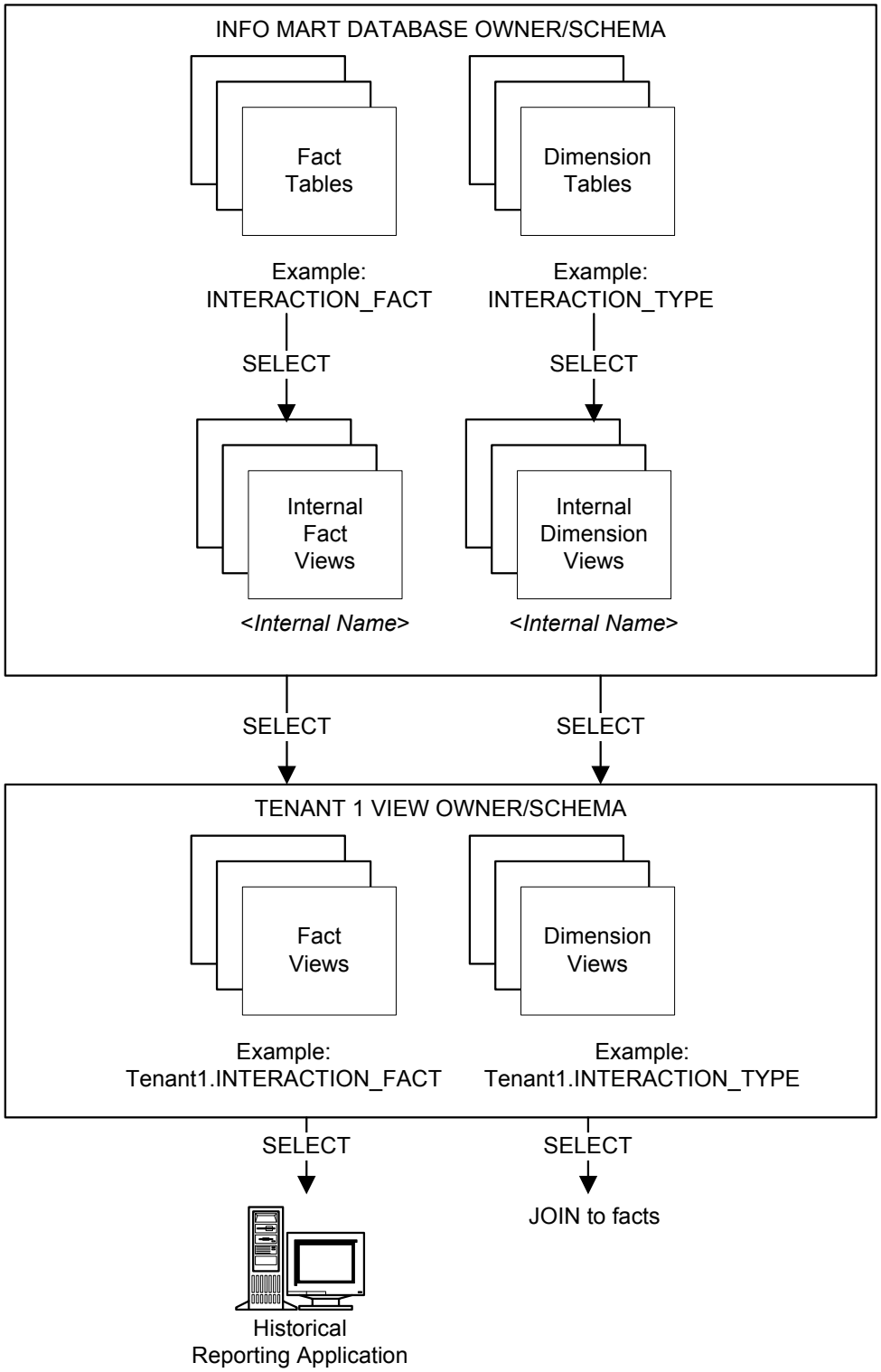


Figure 1: Multi-tenant data organization

Dimension Views

The Genesys Info Mart database contains read-only views to present certain configuration details, based on data in GIDB tables. These views provide configuration data that is not present in any tables in dimensional model, but that Genesys Info Mart extracts to GIDB and uses for transformation of other data. Downstream reporting applications should query configuration data in Genesys Info Mart by using these views. In essence, these views are dimensions that serve the same purpose as dimension tables: to describe facts with attributes of a contact center environment.

The Genesys Info Mart database schema contains the following predefined dimension views:

- CALLING_LIST
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN
- GROUP_
- GROUP_TO_CAMPAIGN_FACT
- PLACE
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SKILL
- TENANT

Note: The diagram in Figure 1 does not show dimension views separately from dimension tables.

User Data Tables

Genesys Info Mart provides both predefined and custom tables, to store user data supplied with interactions. This data allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. A unified processing mechanism extracts deployment-specific business attributes from both call-based TEvents (data that is attached by T-Server) and EventUserEvents (data that is attached by other Genesys applications). Because the same logic is used to process these two data types, they are collectively referred to as user data.

A customizable database schema enables you to treat each key-value pair (KVP) field as either a fact or a dimension and to store user-data KVPs in fact and dimension tables.

The following tables facilitate user data processing:

- IRF_USER_DATA_KEYS
- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

The following dimension, fact, and fact extension tables store user data:

- INTERACTION_DESCRIPTOR
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_CUST_*
- USER_DATA_CUST_DIM_*

The target table depends on whether the user data key name is predefined or custom, and whether the value is of high or low cardinality.

- High-cardinality user data refers to data for which there can be a very large number of possible values. A Customer ID number is an example of high-cardinality user data.

- Low-cardinality user data refers to the data that has a limited range of possible values; there may be multiple values of a specific type for a single interaction. Customer segment, service type, and service subtype are good examples of low-cardinality user data.

The INTERACTION_DESCRIPTOR table is provided with the default schema to store Genesys-defined, low-cardinality KVPs, such as service type and customer segment. This table requires no customization.

The IRF_USER_DATA_GEN_1 table is provided with the default schema to store Genesys-defined, high-cardinality KVPs, such as case ID and customer ID. This table requires no customization.

Up to 800 USER_DATA_CUST_DIM_* tables can be added to the Info Mart schema to store low-cardinality user data. Genesys provides a template script for table creation. The IRF_USER_DATA_KEYS table has to be expanded accordingly to facilitate processing of low-cardinality user data.

Any number of IRF_USER_DATA_CUST_* fact extension tables can be added to the Info Mart schema to store high-cardinality user data. Genesys provides a template script for table creation. Use database performance considerations as your major guidance in determining the number of user-data tables that you deploy in your environment.

For information about the template script and instructions on how to add custom user-data tables to the schema, refer to the *Genesys Info Mart 8.0 Deployment Guide.*

The *Deployment Guide* also provides information about the CTL_UD_TO_UDE_MAPPING and CTL_UDE_KEYS_TO_DIM_MAPPING service tables that are used for configuring user data processing and storage.

Time-Related Fields

Genesys Info Mart model allows for uniform treatment of time references. The start and end timestamps in most fact tables represent the number of seconds that have elapsed since midnight of January 1, 1970. The start and end date and time in most tables are also stored as dimension references to the DATE_TIME dimension.

The following four columns are standard in most of the fact tables:

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact 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 fact 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.

START_TS

The date and time at which the fact began, as a Coordinated Universal Time (UTC) value--the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

END_TS

The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value--the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

Genesys Info Mart Tenant Views Database Schema

In addition to predefined dimension views that exist in the Genesys Info Mart database schema, Genesys Info Mart supplies a tenant-specific script to create a separate database schema for each tenant (including the `Environment` tenant), in order to give each tenant access to only its own data. Because each tenant's data is exposed through a different database schema, RDBMS administrators can control user access to tenant-specific data. Multi-tenant deployment applications should query Genesys Info Mart data by using these read-only views, instead of querying the tables and views that reside in the Genesys Info Mart database schema.

Specifically, each Genesys Info Mart Tenant Views database schema contains:

- Dimension views.
- Fact views.

To restrict data access in single-tenant deployments, the same script should be used to create a similar set of read-only views. The tenant view data organization that is shown in Figure 1, on page 13 is applicable to the single-tenant deployments in which data-access views are created.

Note: Because the tenant-specific views have exactly the same columns as their underlying dimension and fact tables, subject area diagrams and table descriptions for these views are not provided in this schema reference.

New in This Release

This section describes new or changed functionality that was introduced in Genesys Info Mart 8.0.x releases.

New in Release 8.0.0

Release 8.0 of Genesys Info Mart significantly modifies the Info Mart database structure, in order to improve performance and support the functionality that is introduced with this release.

User Data Handling

- This release provides a unified mechanism for processing user data from both EventUserEvents and call-based TEvents, with flexible data storage that you can configure according to the number and types of user data that is captured in your contact center environment. A customizable database schema enables you to treat each KVP field as either a fact or a dimension and to store user-data KVPs in a configurable number of user-data dimensions and fact extension tables. In particular, low-cardinality string user data that is associated with the interaction resource can now be linked to the facts through the IRF_USER_DATA_KEYS and stored in a large number of the USER_DATA_CUST_DIM_* dimensions. Numeric user data and high-cardinality string user data that is associated with the interaction resource can now be stored in the predefined IRF_USER_DATA_GEN_1 table as well as in any number of IRF_USER_DATA_CUST_* fact extension tables.
- Genesys Info Mart 8.0 also processes the user data that arrives after call completion and updates call records accordingly.
- The USER_DATA and USER_DATA2 tables that existed in Genesys Info Mart release 7.*x*, as well as attached-data related fields in the INTERACTION_RESOURCE_FACT table, are replaced with the previously mentioned predefined and custom tables in the Info Mart 8.0 database.

Data Lineage

- This release provides a capability to store history of job execution and data transformation for each piece of data. Data that is stored as part of data lineage allows for bidirectional data tracking. Special fields store service data that enables you to trace a particular reporting data item to its source system, as well as to trace data in the opposite direction (from source to target). Equally important, data processing history is also stored, to enable you to trace which ETL process created which piece of data.

Audit Logging

- The new CTL_AUDIT_LOG dimension table contains data for all transactions that are committed by Genesys Info Mart. This table replaces the AUDIT_ dimension. Instead of service fields such as ROW_CREATED and ROW_UPDATED appearing in all tables, the CTL_AUDIT_LOG table contains these fields and more audit information for all records that are committed in the same transaction. Also, all fact table records now contain pointers (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY) to the relevant CTL_AUDIT_LOG table row.

Simplified Database Model

- The lowest level of data details that Genesys Info Mart provides in release 8.0 is better aligned with Interaction Concentrator model:
    - The GIDB within the Genesys Info Mart database schema represents a subset of Interaction Database (IDB) tables and stores data from any number of IDBs, consolidating data from multiple IDBs in one database instance.

ETL Redesign

- The ETL cycle consists of two main jobs:
    - The extract job retrieves all data from any number of available IDBs and—merging data for voice interations as necessary—consolidates all low-level details data within a single GIDB.
    - The transform job processes all extracted data, populating dimensions and loading data directly into the fact tables.
- The aggregation job aggregates the transformed data continuously, in environments in which GI2 or the RAA package is deployed.
- The following fixed dimensions are populated when you initialize the Genesys Info Mart database:
    - INTERACTION_TYPE
    - MEDIA_TYPE
    - CALL_RESULT
    - CONTACT_INFO_TYPE
    - DIALING_MODE
    - RECORD_TYPE
    - RECORD_STATUS
    - CAMPAIGN_GROUP_STATE
    - RESOURCE_STATE
    - TECHNICAL_DESCRIPTOR
    - INTERACTION_RESOURCE_STATE
    - DATE_TIME
- The DATE_TIME dimension is updated on a regular basis.

DATE_TIME Dimension Improvements

- Genesys Info Mart supports multiple, customizable calendars with flexible week-numbering rules that can be configured to conform to the ISO 8601 standard for the representation of dates and times. These calendars are added as custom dimension tables to the Info Mart database schema.
- Genesys Info Mart stores time facts in UTC time. Scalable support for multiple calendars means that Genesys Info Mart can be configured to express time data in any Java time-zone format.
- Genesys Info Mart provides one default calendar (DATE_TIME dimension). The default configuration expresses UTC time in the GMT time zone and conforms to legacy Genesys Info Mart week-numbering rules, which are not the ISO 8601 standard.
- The implementation of DATE_TIME dimension is simplified by reducing to four the number of DATE_TIME fields in fact tables. START_TS and END_TS fields in fact tables store time in the UTC format, while START_DATE_TIME_KEY and END_DATE_TIME_KEY reference the DATE_TIME dimension.

Column	Description
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimensions, 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 fact ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimensions, 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.
START_TS	The date and time at which the fact began, as a Coordinated Universal Time (UTC) value—the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).
END_TS	The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value—the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

Multimedia Support

- Genesys Info Mart 8.0 supports reporting on Interaction Queue and Interaction Workbin activity in addition to previously supported mediation DNs.
- Interaction resource facts and interaction resource state facts are now populated for Genesys eServices/Multimedia (e-mail and chat) interactions.
- A new value, OutboundStopped, has been added to the TECHNICAL_RESULT field of the TECHNICAL_DESCRIPTOR dimension table. This value is used to indicate in the INTERACTION_RESOURCE_FACT table when a given outbound interaction within the customer interaction is terminated (stopped) without being sent.

Aggregation

- The Info Mart schema can be extended by adding aggregation tables that are available with either with GI2 reports or the RAA package.

Error Handling

- The Info Mart schema includes two Staging tables that can be used for troubleshooting the source data that causes exceptions or failures in ETL job execution.

Purging

- Genesys Info Mart release 8.0 supports purging of obsolete data from GIDB, Staging tables, and fact tables within the dimensional model. In addition purging of obsolete data from the Control tables that store audit logs and ETL history is also supported. A special Control table in the Info Mart schema stores data about completed purging activities.
- Purging is performed in accordance with configurable data retention policies for the various types of data. In a partitioned schema, purging is performed by partition.

New in Release 8.0.1

Release 8.0.1 expands Genesys Info Mart functionality based on the same product architecture that was introduced in the initial 8.0 release.

Support for Microsoft SQL Server Partitioning

- Genesys Info Mart release 8.0.1 supports partitioning of the Info Mart database in Microsoft SQL Server deployments. Genesys Info Mart provides SQL scripts to create a partitioned database schema out of the box, and Genesys Info Mart jobs automatically create and maintain the partitions.

Multimedia Data Transformation

- Genesys Info Mart release 8.0.1 fully processes 3rd Party Media interactions, making their data available for reports.
- New 3rd Party Media media types that are encountered during interaction data processing are now dynamically added to the MEDIA_TYPE dimension. By default, Genesys Info Mart treats newly added media types as offline media. In release 8.0, new media types were stored only when they were available with the agent activity data.
- A new column, IS_ONLINE, is added to the MEDIA_TYPE dimension to distinguish between online and offline interactions.
- Genesys Info Mart release 8.0.1 supports the population of the INTERACTION_TYPE dimension with new interaction subtypes values for multimedia interactions. When encountering a new interaction subtype in multimedia data, Genesys Info Mart extends the INTERACTION_TYPE dimension allowing the interactions of this subtype to be processed.
- A new column, IGNORE, that is added to the INTERACTION_TYPE dimension table enables you to exclude from processing all interactions of a specified type. The processing cannot be disabled for voice interactions.

Enhanced Interaction Types

- New interaction subtype values for inbound interactions, INBOUNDREPORT and INBOUNDDISPOSITION, are added to the INTERACTION_TYPE dimension table.

Support for Outbound Contact Preview Dialing

- For Outbound Contact reporting, the RESOURCE_GROUP_COMBINATION_KEY field has been added to the CONTACT_ATTEMPT_FACT table.
- The following three columns in the CONTACT_ATTEMPT_FACT table are no longer populated, although they remain in the schema:
    - IXN_START_TIME
    - CONTACT_IXN_START_TIME
    - CONTACT_WITHIN_DAILY_RANGE.

Additional User Data

- Genesys Info Mart release 8.0.1 expands the number of supported Genesys-defined attributes that come with attached data and characterize the interaction. Two columns, REVENUE and SATISFACTION, have been added to the IRF_USER_DATA_GEN_1 table, which stores high-cardinality data for predefined KVPs.

Chapter 2: Subject Areas

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact table surrounded by the dimension tables and views that describe it.

This chapter describes each of these subject areas.

Understanding the Subject Area Diagrams

Hidden Columns

To improve legibility of the subject area diagrams, some table columns are not displayed. Generally, the omitted columns are rarely used in business user queries. The following administrative columns are not displayed in dimension or fact tables in the diagrams:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY
- PURGE_FLAG

Legend

The subject area diagrams use the following conventions:

- Fact tables have a shaded blue background.
- Dimension tables have a white background.
- Dimension views have a shaded purple background.
- Surrogate key references from fact tables to dimension tables and views are represented by solid lines.
- Surrogate key references from dimension tables to other dimension tables and views (*snowflaked dimension references*) are represented by solid lines.

Note that many dimension tables are found in multiple subject areas.

Creating Queries

Use the subject area diagrams in the following sections to determine how best to query the information that is stored by Genesys Info Mart. For example, to report information on the history of each place in a place group:

1. Review the Place_Group subject area diagram on page 46. The subject area diagram shows the PLACE_GROUP_FACT_ table (in blue), surrounded by the dimension tables (in white) and dimension views (in purple) that describe it.

2. Construct a query that constrains the facts that are queried, based on the attributes of the PLACE_GROUP dimension tables and views.

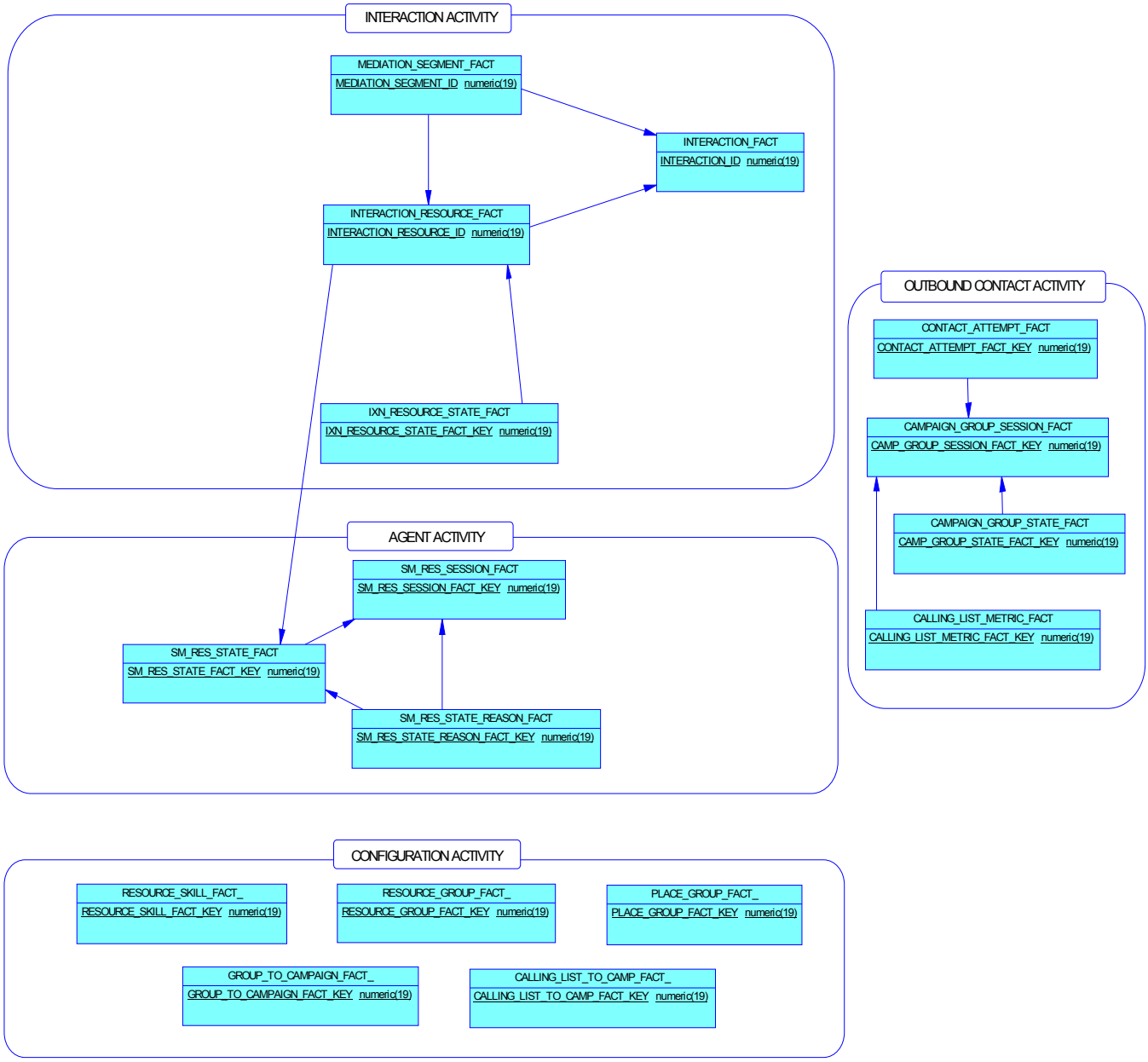
You can create queries that retrieve information from a single subject area. For example, you can query the tables in the Resource_Group subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject areas. For example, to determine how many interactions a particular agent group handles on a given day, you can create a query that combines information from the Resource_Group and Interaction_Resource subject areas.

As described in "Related Fact Tables" on the following page, some fact tables contain direct references to other fact tables. Information from related fact tables can be used in combination. In addition, information from the following fact tables, which do not have direct references to each other can be used in combination:

- INTERACTION_RESOURCE_FACT and PLACE_GROUP_FACT
- INTERACTION_RESOURCE_FACT and RESOURCE_GROUP_FACT
- INTERACTION_RESOURCE_FACT and RESOURCE_SKILL_FACT

Note: To improve legibility of the subject area diagram, some dimension or fact columns are not displayed. Please refer to the specific table for each subject area in Chapter 3 for a complete description of all the columns.

Facts Subject Area



Description

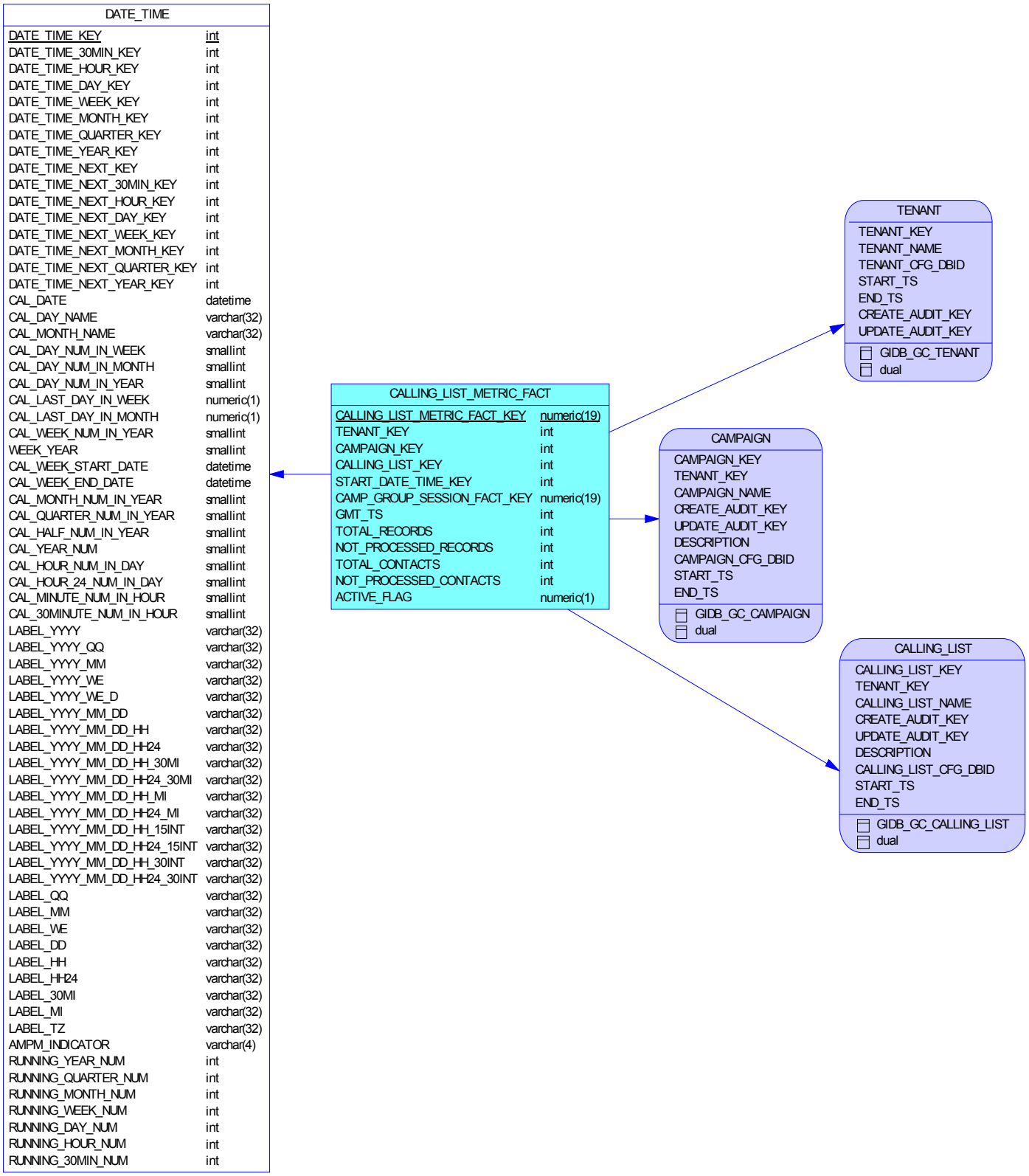
In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.

Subject Area Fact Tables

Code	Comment
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CALLING_LIST_TO_CAMP_FACT_	Represents the association of a calling list to an outbound campaign.

Code	Comment
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
GROUP_TO_CAMPAIGN_FACT_	Represents the association to an outbound campaign of an agent or place group.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_RESOURCE_FACT	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.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
PLACE_GROUP_FACT_	Represents the membership places among place groups.
RESOURCE_GROUP_FACT_	Represents the memberships of contact center resources among resource groups.
RESOURCE_SKILL_FACT_	Represents the skill resumes of agent resources.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.

Calling_List_Metric Subject Area



Description

This subject area provides a snapshot of outbound campaign calling list metrics.

Subject Area Fact Tables

Code	Comment
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Calling_List_To_Campaign Subject Area

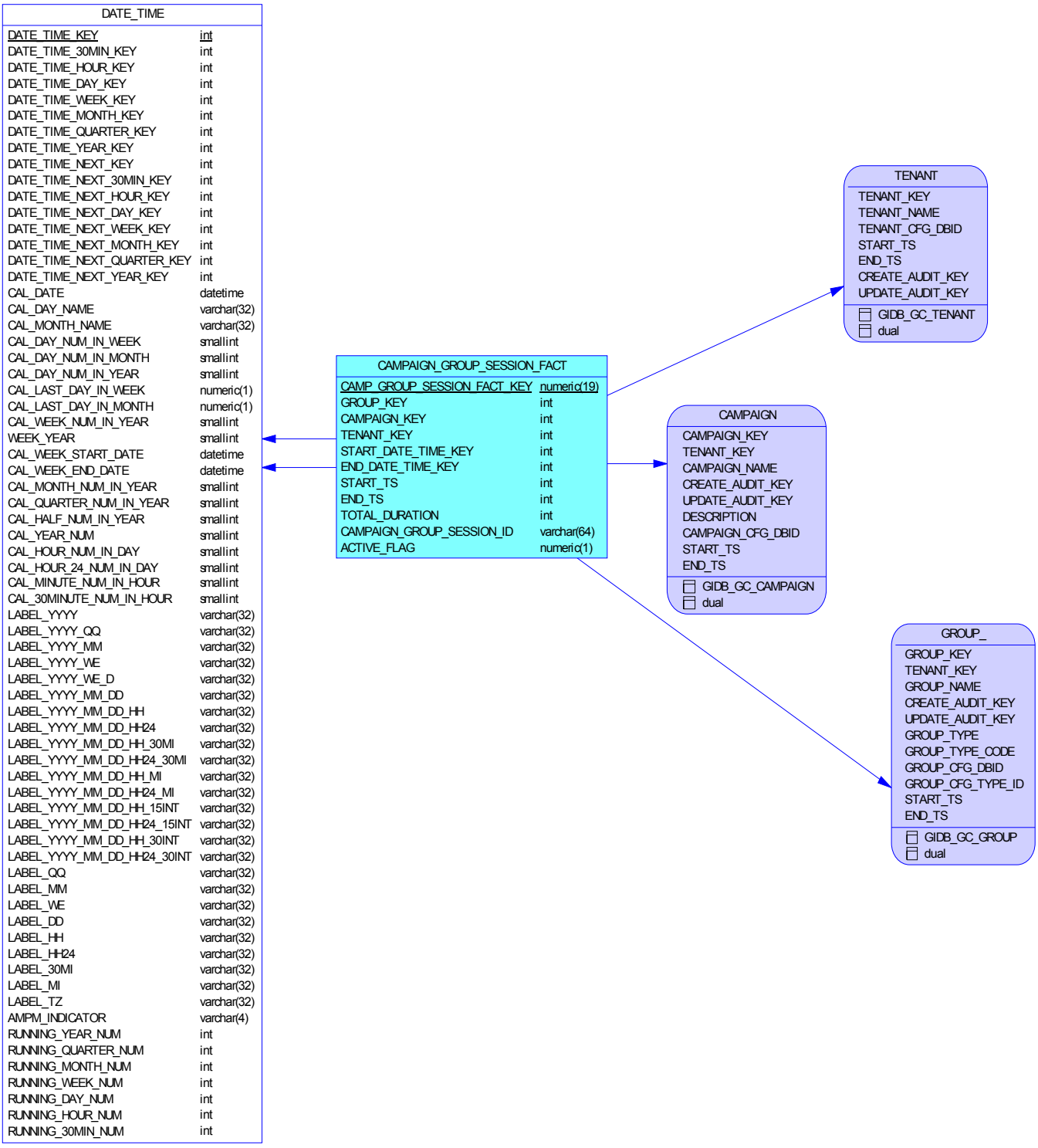
Description

The subject area provides the associations between outbound campaign calling lists and campaigns.

Subject Area Fact Tables

Code	Comment
CALLING_LIST_TO_CAMP_FACT_	Represents the association of a calling list to an outbound campaign.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_Session Subject Area



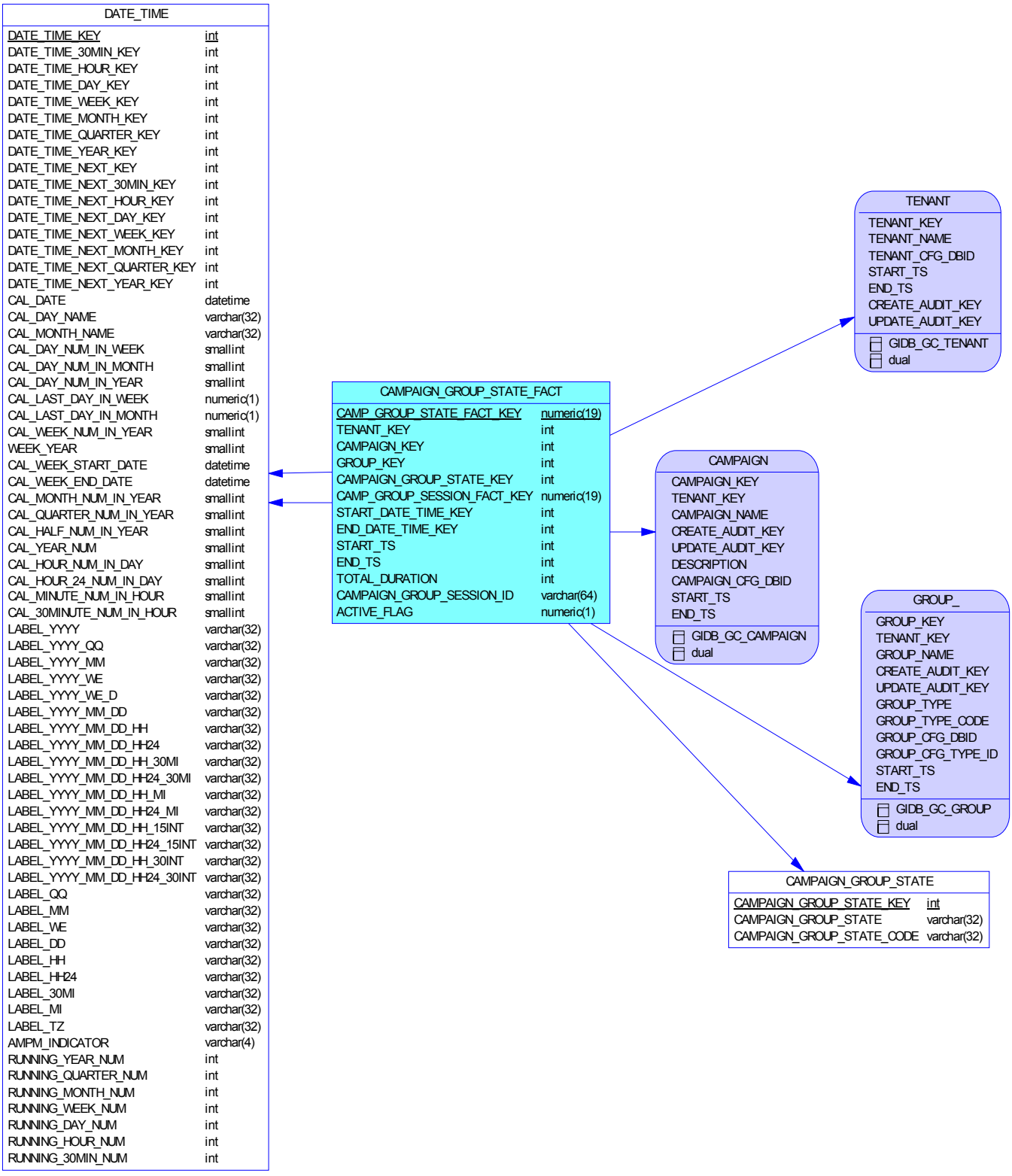
Description

This subject area represents outbound campaign groups that are being loaded and unloaded.

Subject Area Fact Tables

Code	Comment
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_State Subject Area



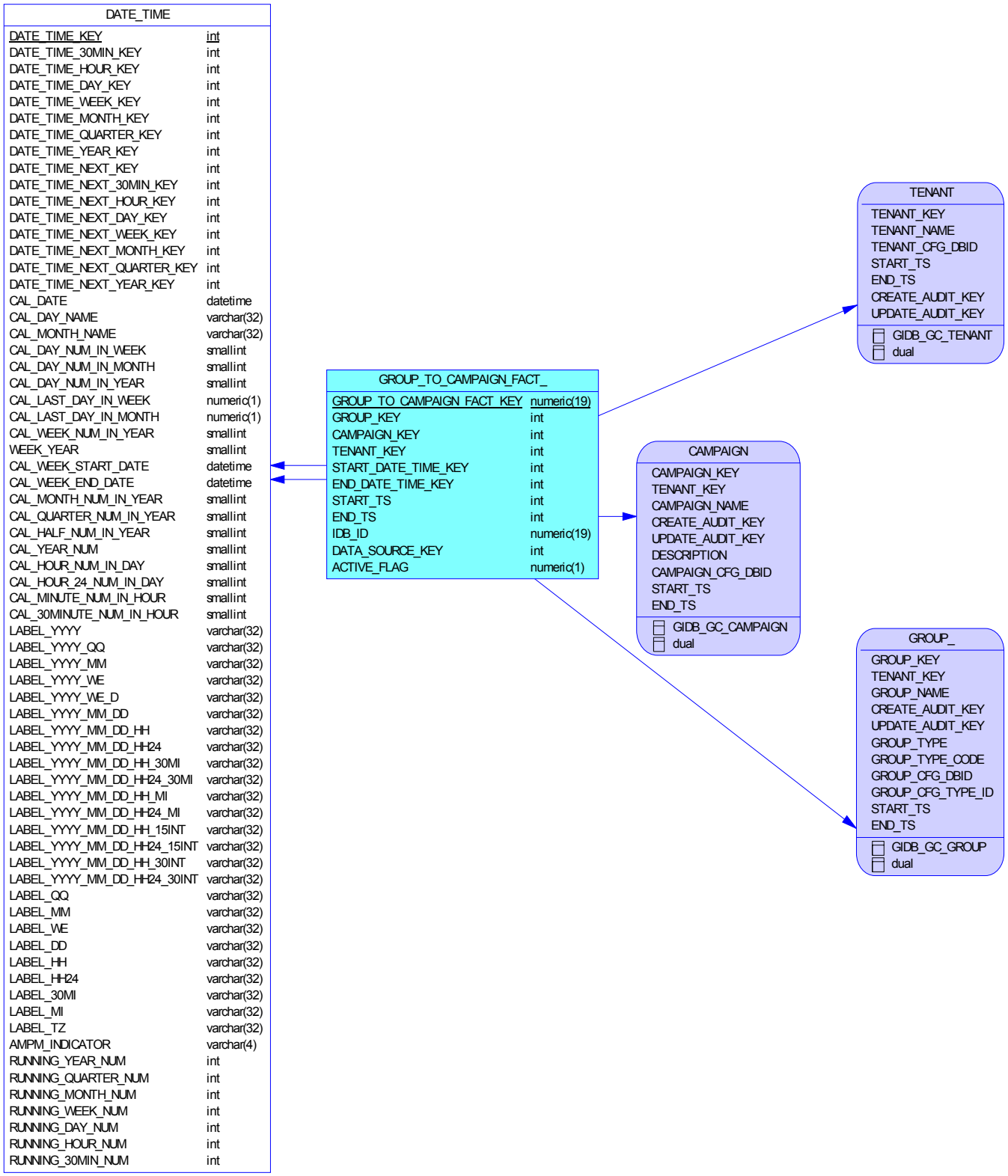
Description

This subject area represents campaign groups from the perspective of states they go through, such as Loaded, Started, and Unloading.

Subject Area Fact Tables

Code	Comment
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_To_Campaign Subject Area



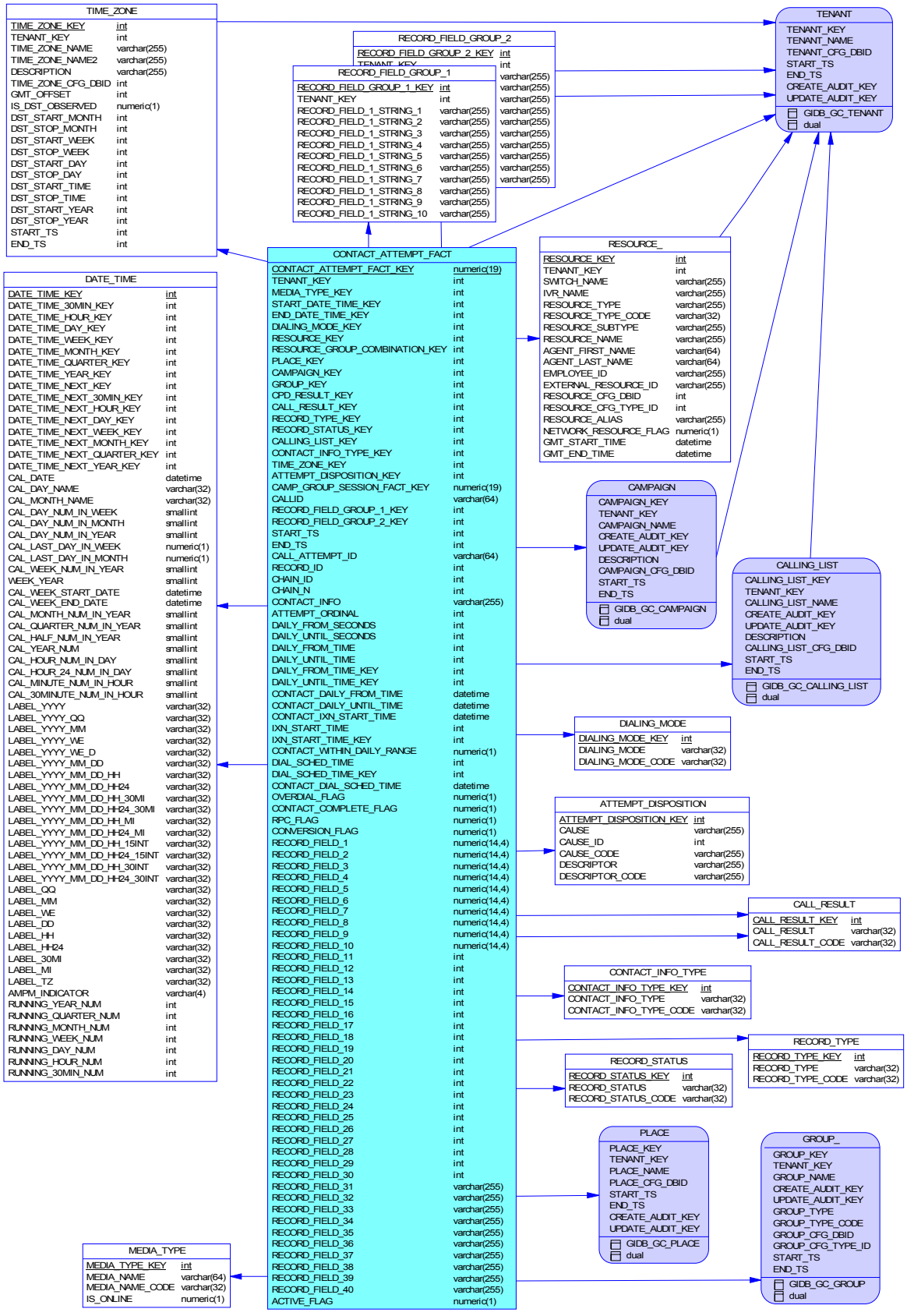
Description

This subject area represents the associations between agent groups or place groups and outbound campaigns.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
GROUP_TO_CAMPAIGN_FACT_	Represents the association to an outbound campaign of an agent or place group.

Contact_Attempt Subject Area



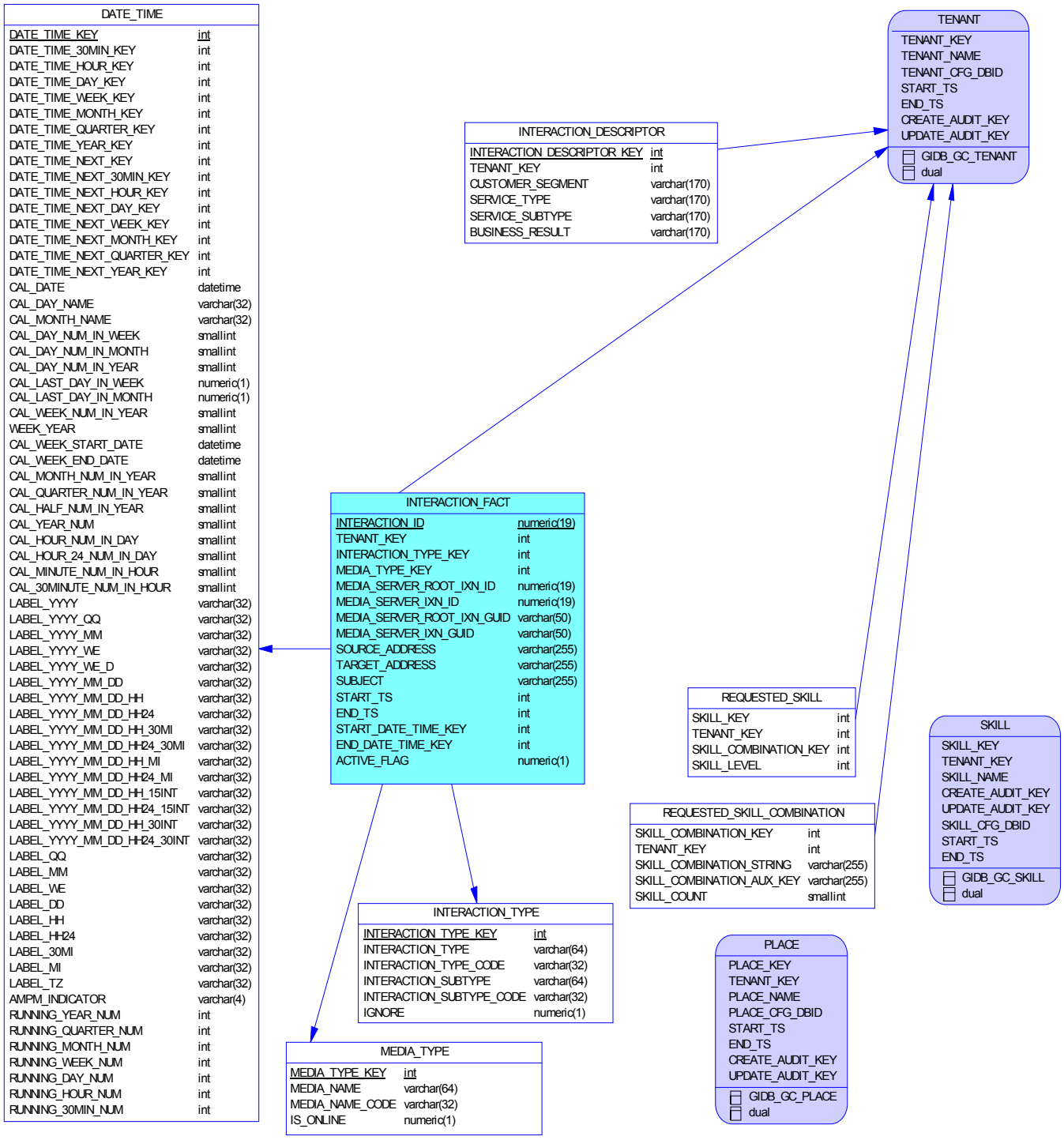
Description

This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Subject Area Fact Tables

Code	Comment
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
CALL_RESULT	Allows facts to be described based on attributes of an outbound campaign call result.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.

Interaction Subject Area



Description

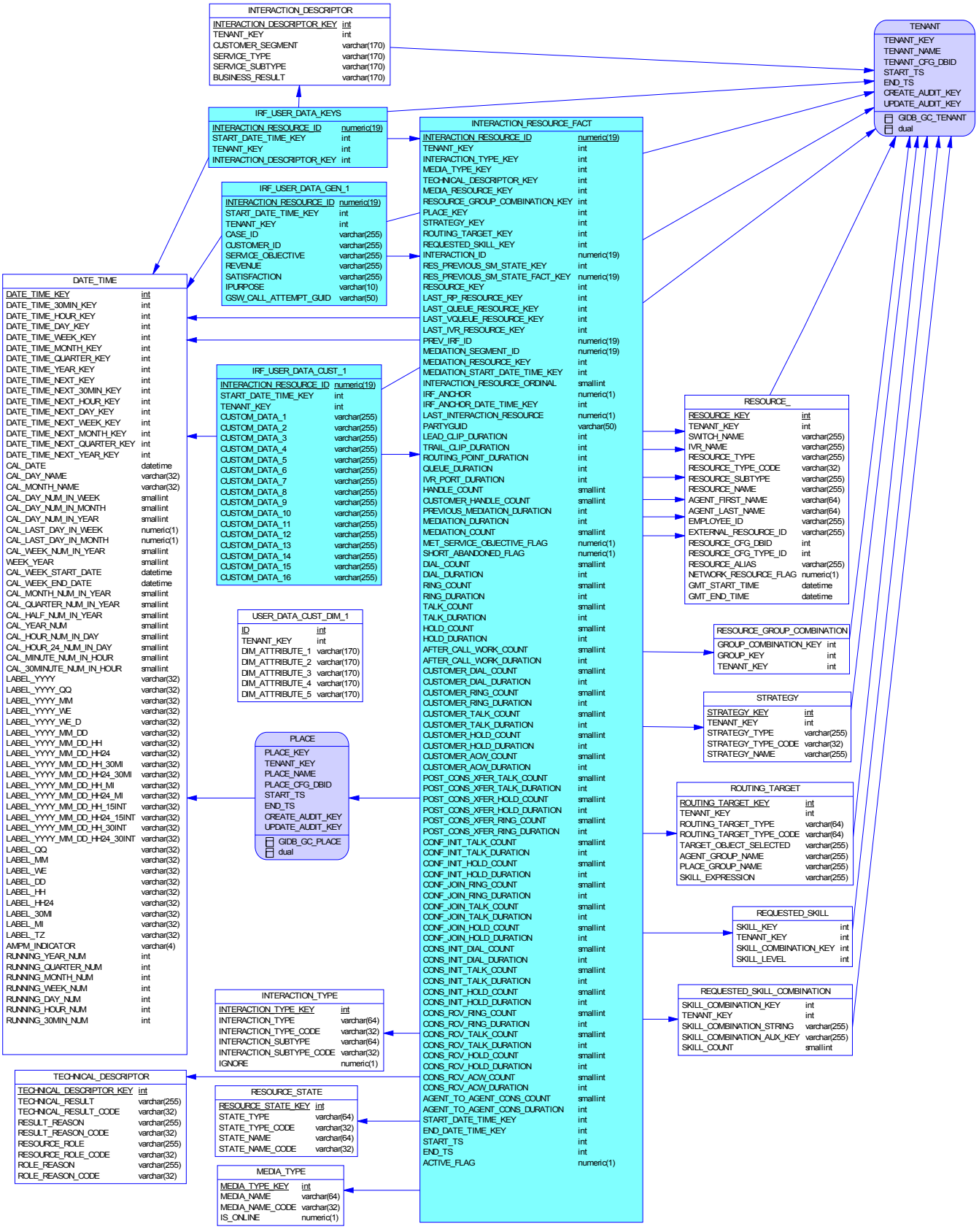
This subject area represents interactions from the perspective of a customer experience.

Note: In previous releases, this subject area included voice and multimedia extension tables (VOICE_IXN_FACT_EXT and MMEDIA_IXN_FACT_EXT), which are now replaced with fields within the INTERACTION_FACT table.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

Interaction_Resource Subject Area



Description

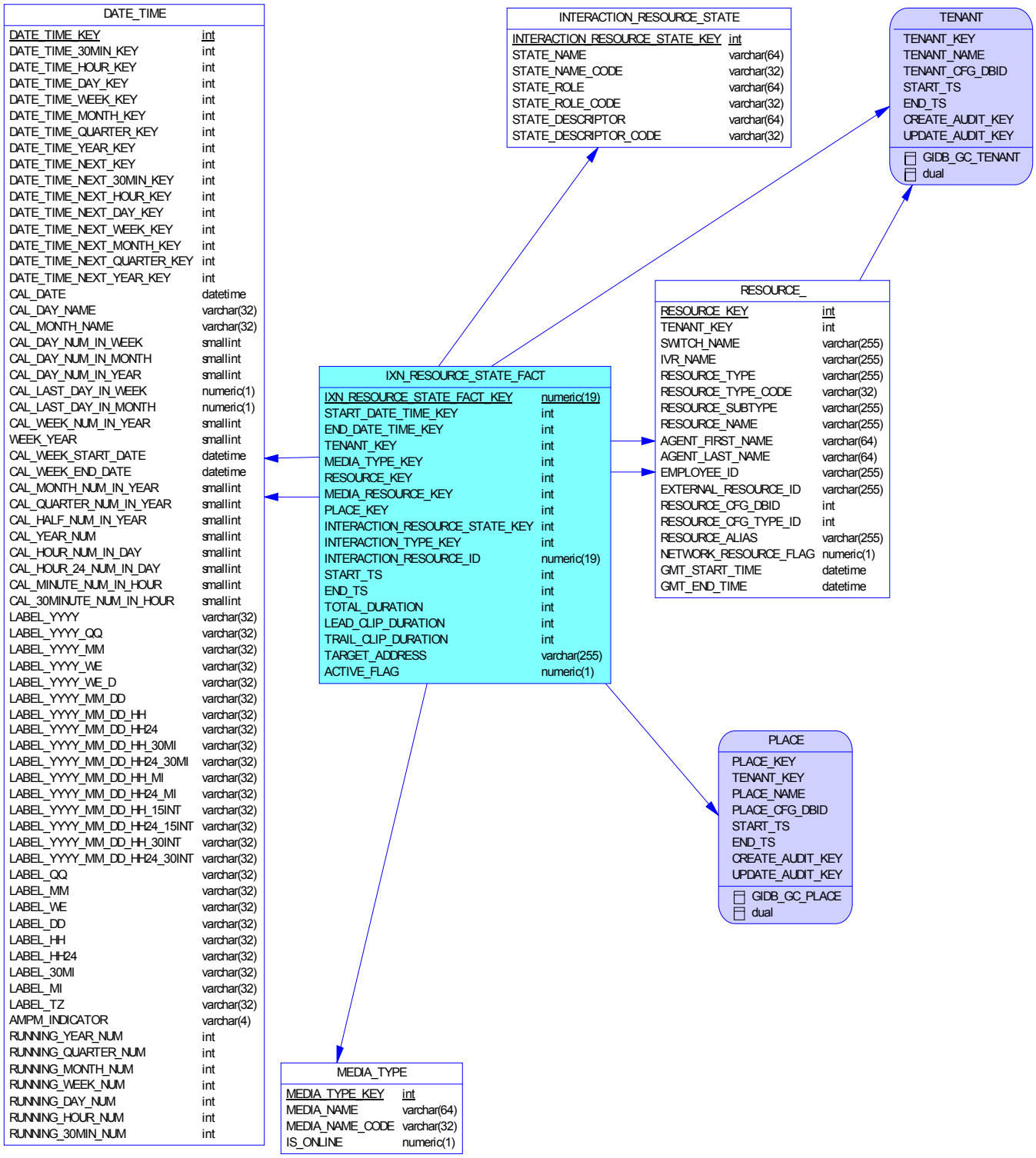
This subject area represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_RESOURCE_FACT	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.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
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.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.

Code	Comment
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.

Interaction_Resource_State Subject Area



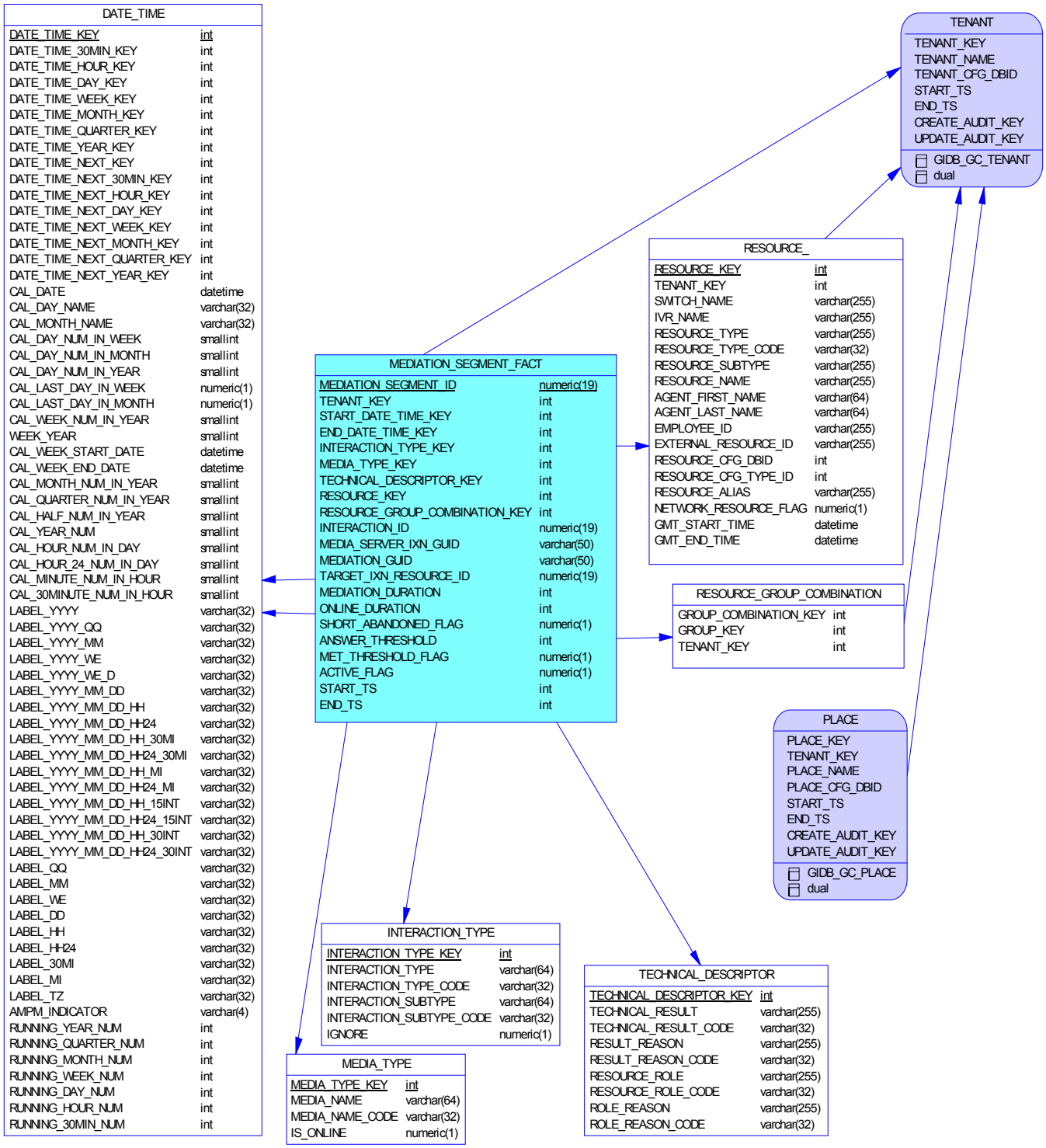
Description

This subject area provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.

Mediation_Segment Subject Area



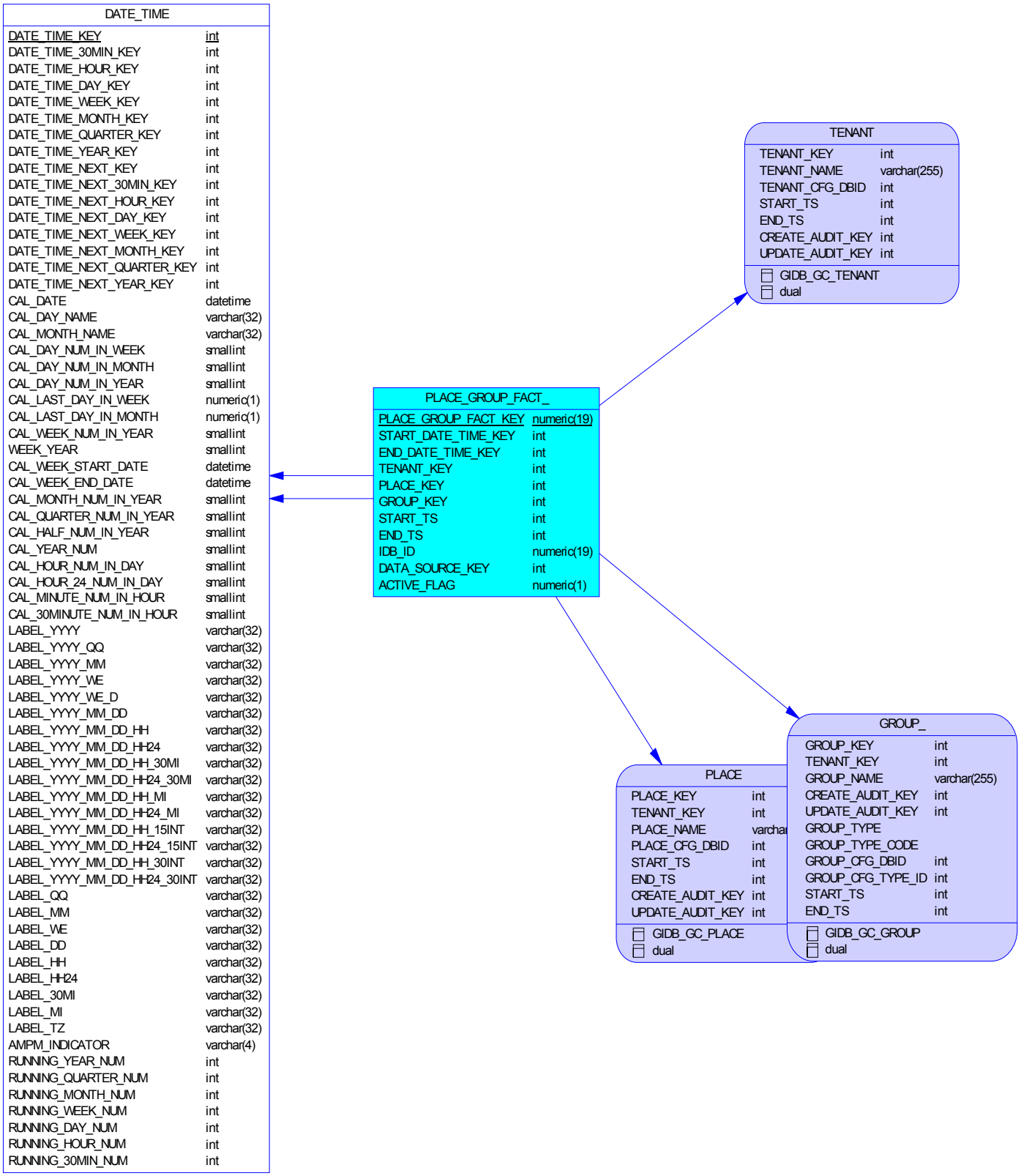
Description

This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.

Place_Group Subject Area



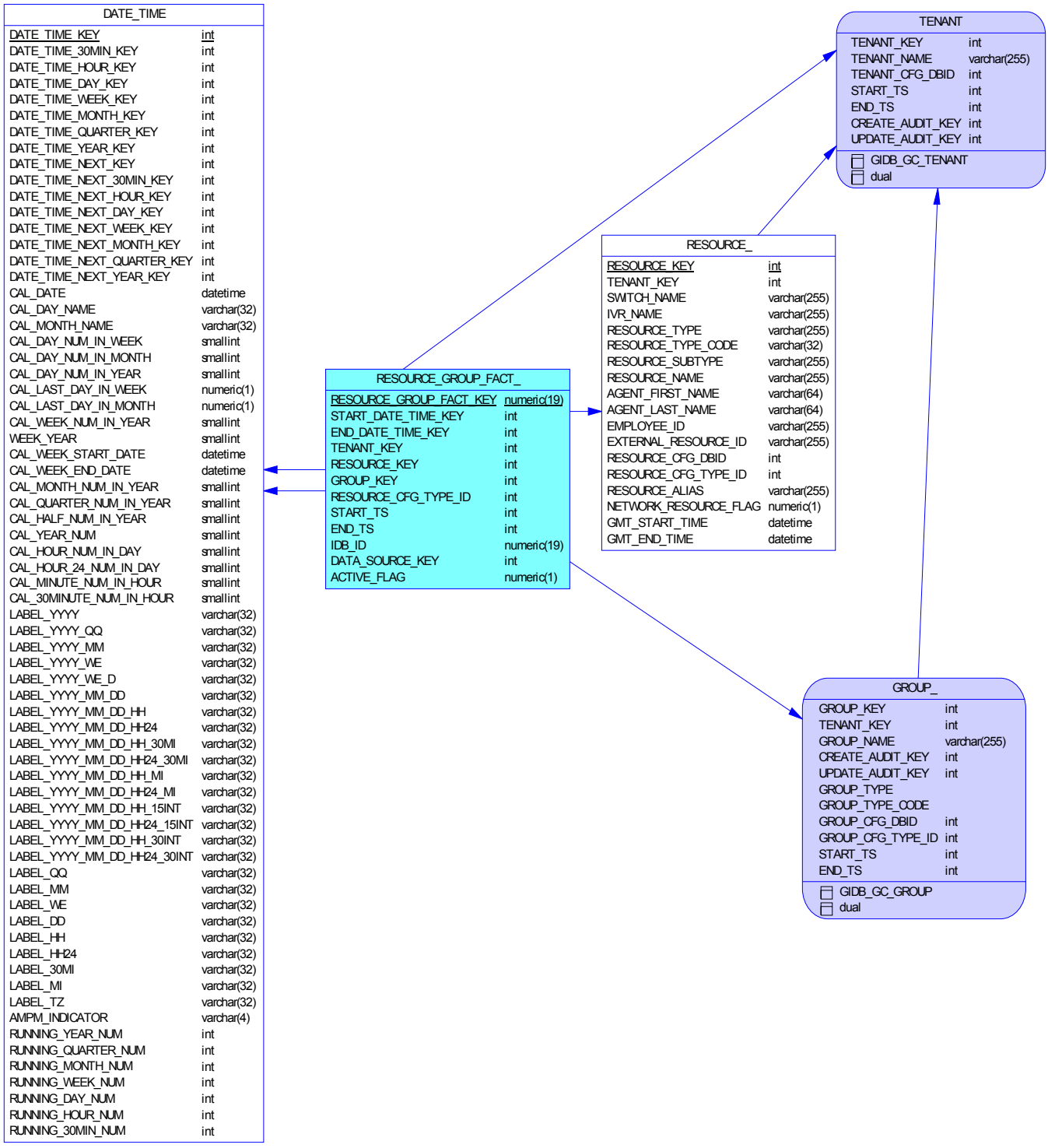
Description

This subject area depicts the membership of places among place groups.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
PLACE_GROUP_FACT_	Represents the membership places among place groups.

Resource_Group Subject Area



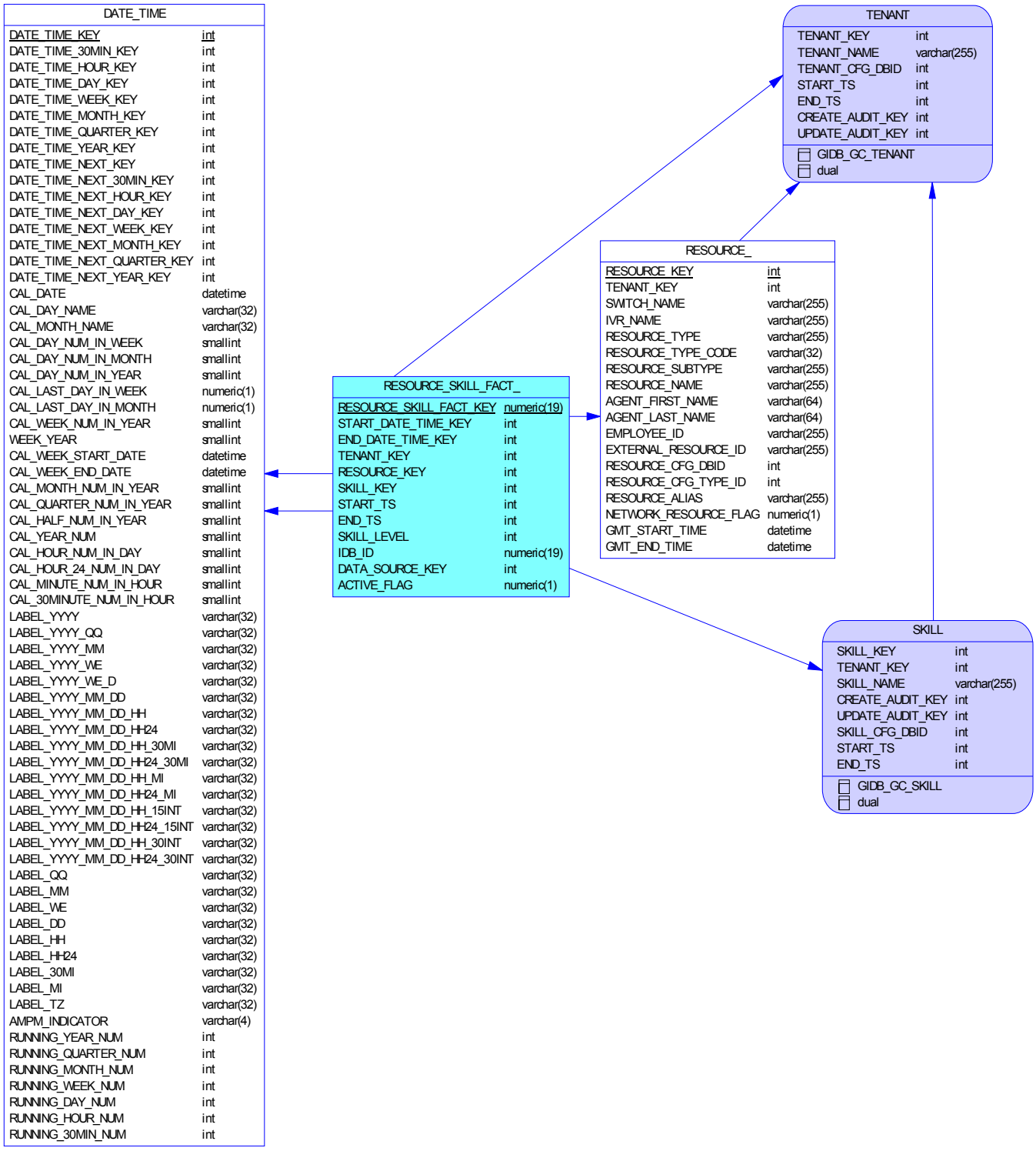
Description

This subject area represents the membership of contact center resources among resource groups.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_FACT_	Represents the memberships of contact center resources among resource groups.

Resource_Skill Subject Area



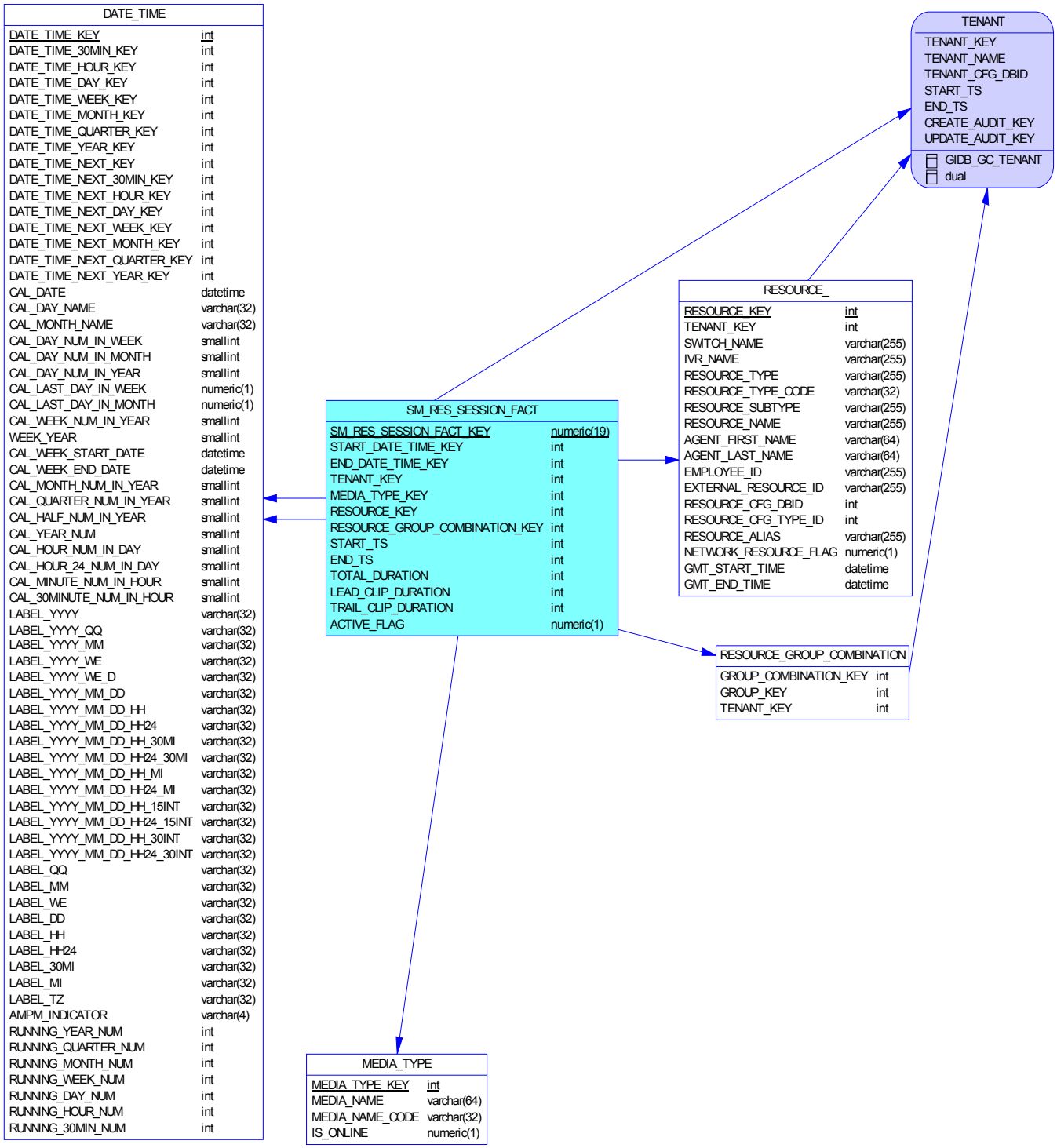
Description

This subject area represents the skill resumes of agent resources.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_SKILL_FACT_	Represents the skill resumes of agent resources.

Summary_Resource_Session Subject Area



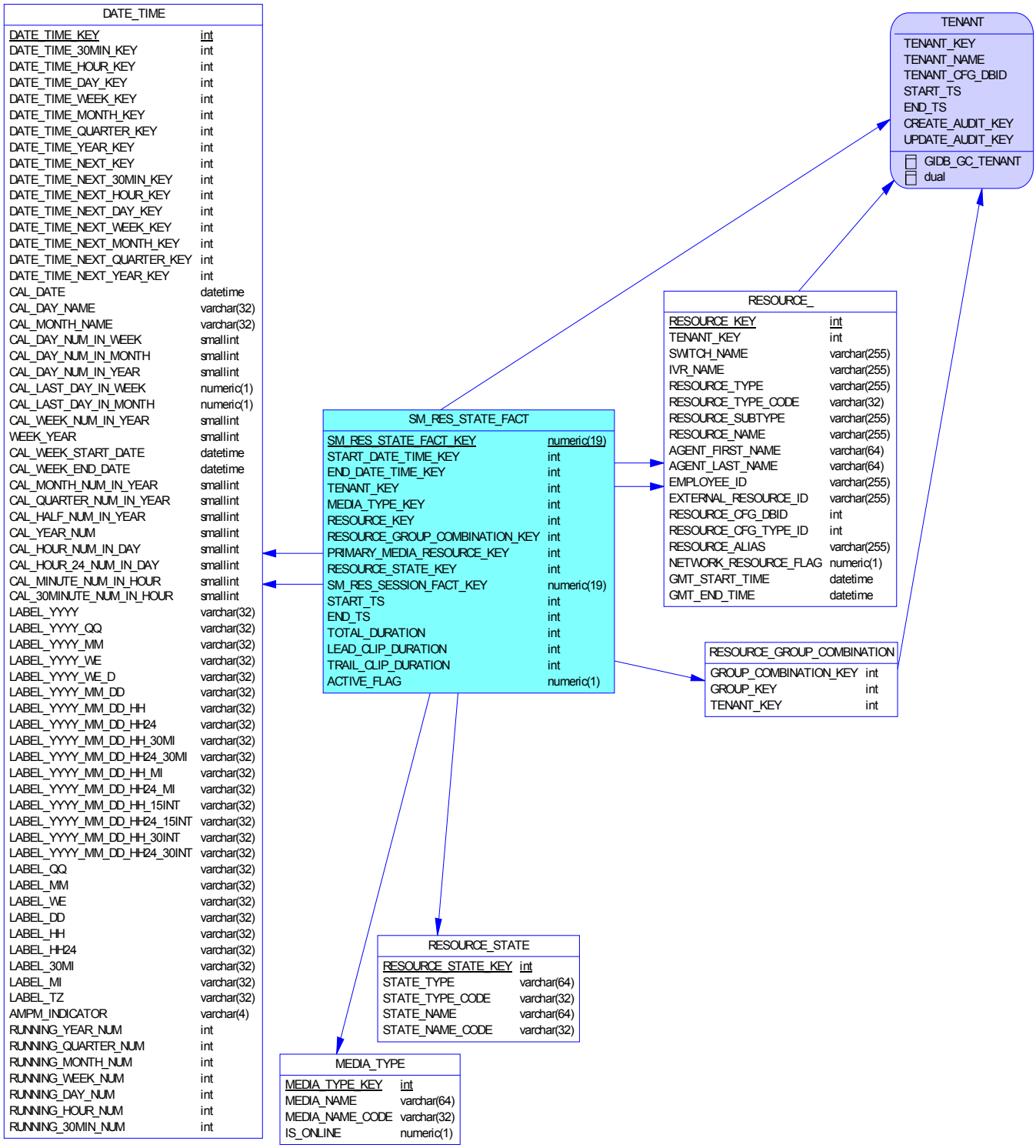
Description

This subject area represents agent resource media sessions from login to logout, summarized to the media type.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.

Summary_Resource_State Subject Area



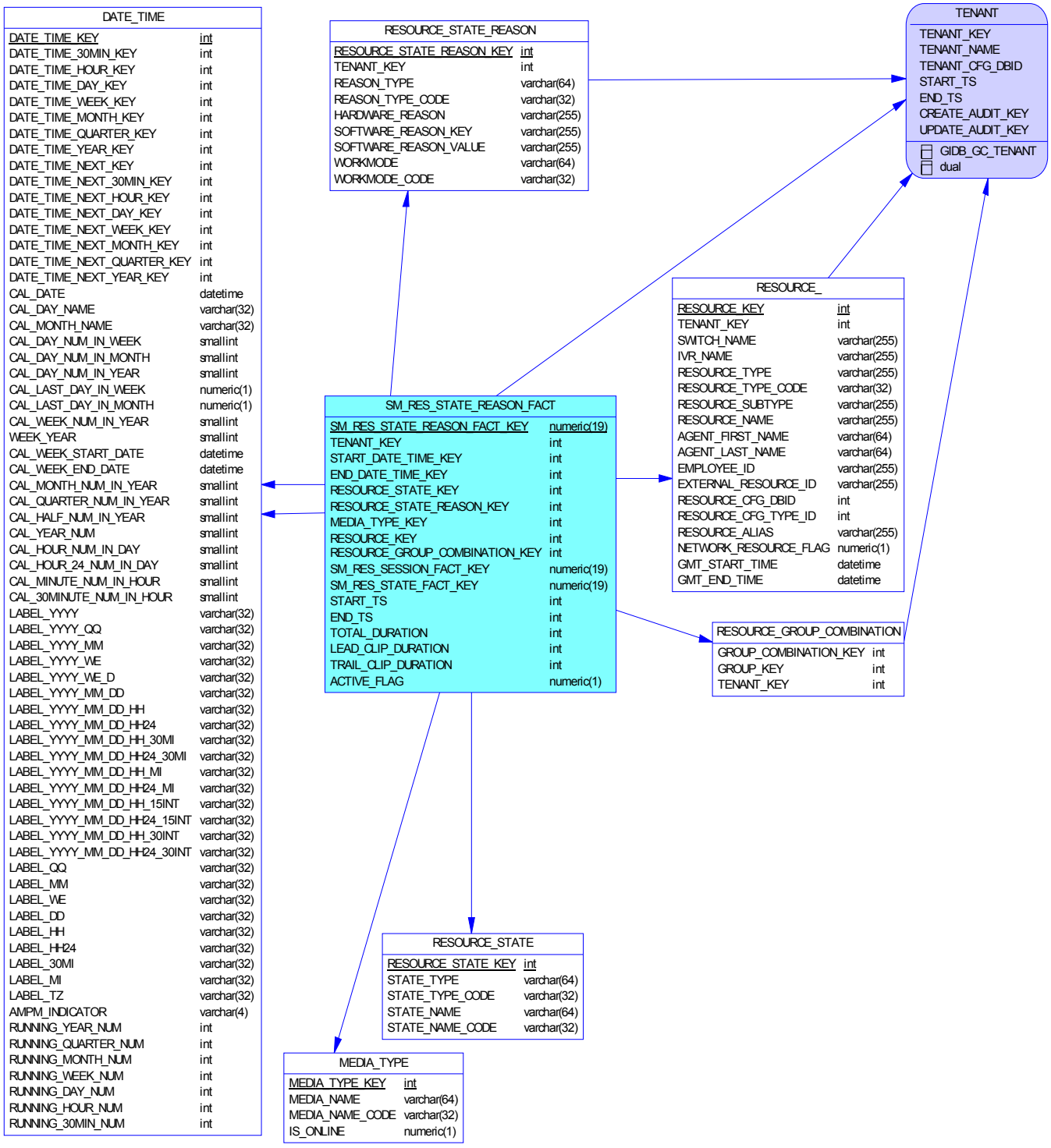
Description

This subject area represents agent resource states, summarized to the media type.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.

Summary_Resource_State_Reason Subject Area



Description

This subject area represents agent resource state reasons, summarized to the media type.

Subject Area Fact Tables

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.

Chapter 3: Info Mart Tables

Info Mart tables fall into one of the following categories, out of which only the first one contains data that is suitable for reporting purposes:

- Fact tables
- Dimension tables
- Info Mart service and control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Fact Tables

The fact tables all include the "_FACT" suffix in the table name. The following Info Mart tables are fact tables:

- CALLING_LIST_METRIC_FACT
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE_FACT
- CONTACT_ATTEMPT_FACT
- GROUP_TO_CAMPAIGN_FACT
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- IXN_RESOURCE_STATE_FACT
- MEDIATION_SEGMENT_FACT
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT

Fact Extension Tables

Special tables referred to as *fact extension tables* complement the INTERACTION_RESOURCE_FACT table. The following are Info Mart fact extension tables:

- IRF_USER_DATA_CUST_*
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS

Dimension Tables

The following are Info Mart dimension tables:

- ATTEMPT_DISPOSITION
- CALL_RESULT
- CALLING_LIST
- CAMPAIGN
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- REQUESTED_SKILL

- CAMPAIGN_GROUP_STATE
- CONTACT_INFO_TYPE
- DATE_TIME
- DIALING_MODE
- INTERACTION_DESCRIPTOR
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_KEYS
- MEDIA_TYPE
- RECORD_TYPE
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_*

Some tables, such as TECHNICAL_DESCRIPTOR, are populated with data upon Info Mart initialization. Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data. Still other tables, such as MEDIA_TYPE, after being populated upon Info Mart initialization, can be further extended at runtime.

These tables are described further in this chapter, providing information about many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

Dimension Views

In addition to dimension tables, Genesys Info Mart database schema includes a number of dimension views that can be used for reporting similarly to dimension tables. See Chapter 4, "Info Mart Views", on page 204.

Time Dimension Tables

The DATE_TIME table is the default time dimension table that is created in the Info Mart database during schema initialization. During initialization, Genesys Info Mart populates this table with calendar data for a configurable number of days in the future; new rows are added to the table at a configured frequency, as part of regular maintenance.

Custom time dimension tables can be added to the Info Mart schema at any point to support the need for multiple calendars. When tables are created, Genesys Info Mart populates these tables with calendar data for a configurable number of days in the future; it further maintains these tables, similarly to the DATE_TIME table maintenance.

Info Mart Service and Control Tables

The following control tables can be referenced to trace processing of Genesys Info Mart data while testing new reports or to troubleshoot behavior of ETL jobs:

- CTL_AUDIT_LOG
- CTL_EXTRACT_HISTORY

- CTL_ETL_HISTORY
- CTL_TRANSFORM_HISTORY

Refer to Appendix B for descriptions of these tables.

The following control tables are configured and used for user data processing:

- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

The following Info Mart table is for reference only:

- CTL_SCHEMA_INFO

The following Info Mart table can be referenced to check what purging activities have been completed:

- CTL_PURGE_HISTORY

The following control tables are listed for completeness of the schema description. They serve purely internal purposes and should not be used for either reporting or administrative needs:

- CTL_DS
- CTL_EXTRACT_HWM
- CTL_EXTRACT_METRICS
- CTL_PROCESSING_STATUS
- CTL_SCHEDULED_JOBS
- CTL_TIME_ZONE_OFFSET
- CTL_TRANSFORM_HWM
- CTL_WORKFLOW_STATUS

GIDB Tables

The Global Interaction Database (GIDB) section of the Info Mart database comprises the following tables:

- GIDB_G_AGENT_STATE_HISTORY_MM
- GIDB_G_AGENT_STATE_HISTORY_V
- GIDB_G_AGENT_STATE_RC_MM
- GIDB_G_AGENT_STATE_RC_V
- GIDB_G_CALL_HISTORY_MM
- GIDB_G_CALL_HISTORY_V
- GIDB_G_CALL_MM
- GIDB_G_CALL_STAT_V
- GIDB_G_CALL_V
- GIDB_G_CUSTOM_DATA_S_MM
- GIDB_G_CUSTOM_DATA_S_V
- GIDB_G_DND_HISTORY_MM
- GIDB_GC_FOLDER
- GIDB_GC_FORMAT
- GIDB_GC_GROUP
- GIDB_GC_IVR
- GIDB_GC_IVRPORT
- GIDB_GC_LOGIN
- GIDB_GC_OBJ_TABLE
- GIDB_GC_PLACE
- GIDB_GC_SCRIPT
- GIDB_GC_SKILL
- GIDB_GC_SWITCH
- GIDB_GC_TABLE_ACCESS

- GIDB_G_DND_HISTORY_V
- GIDB_G_IR_HISTORY_MM
- GIDB_G_IR_HISTORY_V
- GIDB_G_IR_MM
- GIDB_G_IR_V
- GIDB_G_IS_LINK_HISTORY_V
- GIDB_G_IS_LINK_V
- GIDB_G_LOGIN_SESSION_MM
- GIDB_G_LOGIN_SESSION_V
- GIDB_G_PARTY_HISTORY_MM
- GIDB_G_PARTY_HISTORY_V
- GIDB_G_PARTY_MM
- GIDB_G_PARTY_V
- GIDB_G_ROUTE_RESULT_MM
- GIDB_G_ROUTE_RESULT_V
- GIDB_G_SECURE_UD_HISTORY_MM
- GIDB_G_SECURE_UD_HISTORY_V
- GIDB_G_USERDATA_HISTORY_MM
- GIDB_G_USERDATA_HISTORY_V
- GIDB_G_VIRTUAL_QUEUE_MM
- GIDB_G_VIRTUAL_QUEUE_V
- GIDB_GC_ACTION_CODE
- GIDB_GC_AGENT
- GIDB_GC_APPLICATION
- GIDB_GC_ATTR_VALUE
- GIDB_GC_BUS_ATTRIBUTE
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAIGN
- GIDB_GC_ENDPOINT
- GIDB_GC_FIELD
- GIDB_GC_FILTER
- GIDB_GC_TENANT
- GIDB_GC_TIME_ZONE
- GIDB_GC_TREATMENT
- GIDB_GC_VOICE_PROMPT
- GIDB_GCX_AGENT_PLACE
- GIDB_GCX_CAMPGROUP_INFO
- GIDB_GCX_CAMPLIST_INFO
- GIDB_GCX_ENDPOINT_PLACE
- GIDB_GCX_FORMAT_FIELD
- GIDB_GCX_GROUP_AGENT
- GIDB_GCX_GROUP_ENDPOINT
- GIDB_GCX_GROUP_PLACE
- GIDB_GCX_GROUP_ROUTEDN
- GIDB_GCX_LIST_TREATMENT
- GIDB_GCX_LOGIN_INFO
- GIDB_GCX_SKILL_LEVEL
- GIDB_GCX_SUBCODE
- GIDB_GM_F_USERDATA
- GIDB_GM_L_USERDATA
- GIDB_GO_CAMPAIGN
- GIDB_GO_CAMPAIGNHISTORY
- GIDB_GO_CHAIN
- GIDB_GO_CHAINREC_HIST
- GIDB_GO_FIELDHIST
- GIDB_GO_METRICS
- GIDB_GO_RECORD
- GIDB_GO_SEC_FIELDHIST
- GIDB_GOX_CHAIN_CALL
- GIDB_GX_SESSION_ENDPOINT_MM
- GIDB_GX_SESSION_ENDPOINT_V

GIDB tables are populated as a result of data extraction from all IDBs that are deployed to feed data into Genesys Info Mart. Each row corresponds to a record that is extracted from a given IDB. The data that is related to interaction processing is extracted to media-dependent tables whose names are appended with _MM (for multimedia interactions) or _V (for voice interactions). The data for complete and active agent reason codes is extracted from G_AGENT_STATE_RC and G_AGENT_STATE_RC_A IDB tables, respectively, and written into the same GIDB_G_AGENT_STATE_RC_* table; any duplicated records are merged as the GIDB data is transformed for the dimensional model.

In addition to extracting all the fields from a certain IDB table, Genesys Info Mart populates values for the following columns that are specific to the Info Mart database:

- DATA_SOURCE_KEY
- CREATE_AUDIT_KEY

- UPDATE_AUDIT_KEY
- START_DATE_TIME_KEY

Otherwise, the meaning of the data in each row is the same as in the corresponding IDB record. For example, the GIDB_GC_PLACE table in the Info Mart database corresponds to the GC_PLACE table in IDB. Refer to the *Interaction Concentrator 8.0 Physical Data Model* document for your particular RDBMS for information about the data that is stored in corresponding GIDB tables.

Merge Tables

The merge tables of the Info Mart database are the following:

- G_CALL
- G_IR
- G_IS_LINK
- GSYS_DNPREMOTELOCATION

If the data is being extracted from multiple IDBs, and if merging of call data is required (for example, for multi-site calls), Merge tables temporarily store data for these calls.

This document provides no descriptions for merge tables because they are used for internal processing and contain no final reporting data.

Temporary Tables

The Info Mart schema contains a large number of temporary (TMP_*) tables. These tables are used by the ETL jobs during data processing.

This document provides no listing or descriptions of TMP_* tables because they are used for internal processing and contain no final reporting data.

Staging Tables

The Info Mart schema contains a number of staging (STG_*) tables. Unlike in release 7.*x*, staging tables no longer make up a separate database, but instead are created as part of the Info Mart database. A majority of these tables are used by the ETL jobs to store temporary data between execution cycles.

The following two staging tables store errors that are written during ETL job execution (the transformation job, in particular) and are helpful in troubleshooting the source data that causes these errors:

- STG_IDB_FK_VIOLATION
- STG_TRANSFORM_DISCARDS

The following staging tables store temporary data about active multimedia interactions and facilitate purging, from fact tables, of multimedia data that is related to ongoing interactions that meet configured criteria:

- STG_ACTIVE_IF
- STG_ACTIVE_IRF
- STG_ACTIVE_IRF_REPLIES
- STG_ACTIVE_MSF

For the description of the STG_IDB_FK_VIOLATION and STG_TRANSFORM_DISCARDS tables that are used for data troubleshooting, see Appendix C, on page 250. This document provides no listing or descriptions of the remaining STG_* tables, because they are used for internal processing and contain neither final reporting data nor troubleshooting data.

Table ATTEMPT_DISPOSITION

This table indicates a cause for contact attempt termination. Outbound Contact Server (OCS) provides this data as a cause of the final transition to Unloaded state for a contact attempt record. This data may be useful in a report to classify the causes for the termination of the outbound processing. For example, the ChainRejected and ChainReschedToContinue dispositions distinguish between rejected and rescheduled records, respectively. In addition, the final transition has a descriptor that provides further details of the transition--for example, whether rescheduling was caused by an agent or by the system. This release supports the descriptor for the CHAINEVENTRECORDRESCHEDULE disposition only.

Column List

Code	Data Type	P	M	F	DV
ATTEMPT_DISPOSITION_KEY	int	X	X		
CAUSE	varchar(255)				
CAUSE_ID	int				
CAUSE_CODE	varchar(255)				
DESCRIPTOR	varchar(255)				
DESCRIPTOR_CODE	varchar(255)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column ATTEMPT_DISPOSITION_KEY

The key that uniquely identifies the disposition. The value combines the state and the descriptor that provides additional details. The key value enables you to calculate the state by using appropriate bit masks. The first eight bits specify the cause, which equals the integer value that is supplied by Outbound Contact Server. The next eight bits specify the descriptor that is generated by Genesys Info Mart.

Column CAUSE

The cause as specified in the OCS model. This value can change with localization.

Column CAUSE_ID

An integer that equals the value that is supplied by Outbound Contact Server to specify the cause.

Column CAUSE_CODE

The cause code that is equivalent to the OCS model cause. This value does not change with localization.

Column DESCRIPTOR

Specifies whether the final transition was caused by an agent or by the system, or whether this is unknown. Because not all outbound dispositions support descriptor, most dispositions have only an 'Unknown' value. This is a string value that can be localized or changed, based on reporting needs.

Column DESCRIPTOR_CODE

The code of the descriptor. One of the following values:

- BY_AGENT
- BY_SYSTEM
- UNKNOWN

This value is not localizable and should not be changed.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table CALL_RESULT

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

Column List

Code	Data Type	P	M	F	DV
CALL_RESULT_KEY	int	X	X		
CALL_RESULT	varchar(32)				
CALL_RESULT_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column CALL_RESULT_KEY

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

Column CALL_RESULT

The description of the call result. This value can change with localization. Refer to Appendix A for a list of possible values.

Column CALL_RESULT_CODE

The code for the call result description. This value does not change with localization. Refer to Appendix A for a list of possible values.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table CALLING_LIST_METRIC_FACT

Each row represents a set of outbound campaign calling list metrics, calculated by Outbound Contact Server in configurable snapshots. Rows in this table are not updated; they are inserted or deleted only.

Column List

Code	Data Type	P	M	F	DV
CALLING_LIST_METRIC_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
GMT_TS	int				
TOTAL_RECORDS	int				
NOT_PROCESSED_RECORDS	int				
TOTAL_CONTACTS	int				
NOT_PROCESSED_CONTACTS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column CALLING_LIST_METRIC_FACT_KEY

The primary key of this table.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column CAMPAIGN_KEY

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

Column CALLING_LIST_KEY

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

Column START_DATE_TIME_KEY

Identifies the 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

Column CAMP_GROUP_SESSION_FACT_KEY

The primary key of the CAMPAIGN_GROUP_SESSION_FACT table.

Column GMT_TS

The GMT-equivalent date and time at which measurement occurred, as the number of seconds that have elapsed since midnight on January 1, 1970.

Column TOTAL_RECORDS

The total number of records in the calling list.

Column NOT_PROCESSED_RECORDS

The total number of records in the calling list that are ready to be processed and that have never been processed as part of this calling list.

Column TOTAL_CONTACTS

The total number of contacts in the calling list.

Column NOT_PROCESSED_CONTACTS

The total number of contacts in the calling list that have not been processed.

Column ACTIVE_FLAG

Indicates whether the calling list metric is currently active. Always 0.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_CLMF_SDT			Improves access time, based on the Start Date Time key.
I_CLMF_TNT			Improves access time, based on the Tenant.

Index I_CLMF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_CLMF_TNT

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Calling_List_Metric	Represents a snapshot of outbound campaign calling list metrics.
Facts	Represents the relationships between subject area facts.

Table CALLING_LIST_TO_CAMP_FACT_

Each row describes the historical association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between a calling list and a campaign.

Column List

Code	Data Type	P	M	F	DV
CALLING_LIST_TO_CAMP_FACT_KEY	numeric(19)	X	X		
CALLING_LIST_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
IDB_ID	numeric(19)		X		
DATA_SOURCE_KEY	int		X		
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column CALLING_LIST_TO_CAMP_FACT_KEY

The primary key of this table.

Column CALLING_LIST_KEY

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

Column CAMPAIGN_KEY

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

Column TENANT_KEY

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

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the calling list was added to the campaign. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the calling list was removed from the campaign in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when calling list was added to the campaign in the contact center configuration.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the UTC-equivalent value of the date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column IDB_ID

Reserved for internal use.

Column DATA_SOURCE_KEY

Reserved for internal use.

Column ACTIVE_FLAG

Indicates whether the association between the calling list and the campaign is still active: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
CLCM2TDTS_FK			Improves access time, based on the Start Date Time key.
CLCM2TNT_FK			Improves access time, based on the Tenant.

Index CLCM2TDTS_FK

Name	Sort
START_DATE_TIME_KEY	Ascending

Index CLCM2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Facts	Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_SESSION_FACT

Each row represents an outbound campaign group session, where a session is started when a campaign group is loaded and ended when a campaign group is unloaded. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group session.

Column List

Code	Data Type	P	M	F	DV
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				

Code	Data Type	P	M	F	DV
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column CAMP_GROUP_SESSION_FACT_KEY

The primary key of this table.

Column GROUP_KEY

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

Column CAMPAIGN_KEY

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

Column TENANT_KEY

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

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the campaign group session began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the campaign group session ended. 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 END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when campaign group session began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when campaign group session ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_ FLAG. For an inactive row, the total duration, in seconds, of the campaign group session. For an active row, the duration, in seconds, that the campaign group session was active, from start time to the time that the ETL last executed.

Column CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

Column ACTIVE_FLAG

Indicates whether the campaign group session is currently active: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_CGSEF_DT			Improves access time, based on the Start Date Time key.
I_CGSEF_SID	X		Improves access time, based on the Session ID key.
I_CGSEF_TNT			Improves access time, based on the Tenant.

Index I_CGSEF_SID

Name	Sort
CAMPAIGN_GROUP_SESSION_ID	Ascending

Index I_CGSEF_DT

Name	Sort
START_DATE_TIME_KEY	Ascending
END_DATE_TIME_KEY	Ascending

Index I_CGSEF_TNT

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_Session	Represents campaign groups as they are being loaded and unloaded.
Facts	Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_STATE

Allows facts to be described based on attributes of an outbound campaign group status. Each row describes one campaign group status. Rows exist for the Loaded, Started, and Unloading statuses.

Column List

Code	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	int	X	X		
CAMPAIGN_GROUP_STATE	varchar(32)				
CAMPAIGN_GROUP_STATE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column CAMPAIGN_GROUP_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column CAMPAIGN_GROUP_STATE

The campaign group session state. One of the following values:

- Null
- Loaded
- Started
- Unloading

This value can change with localization.

Column CAMPAIGN_GROUP_STATE_CODE

The code for the campaign group session state. One of the following values:

- NULL
- LOADED
- STARTED
- UNLOADING

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".

Table CAMPAIGN_GROUP_STATE_FACT

Each row in this table represents the state of an outbound campaign group. The states that are recorded are Loaded, Started, and Unloading. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group in the given state.

Column List

Code	Data Type	P	M	F	DV
CAMP_GROUP_STATE_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CAMPAIGN_GROUP_STATE_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column CAMP_GROUP_STATE_FACT_KEY

The primary key of this table.

Column TENANT_KEY

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

Column CAMPAIGN_KEY

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

Column GROUP_KEY

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

Column CAMPAIGN_GROUP_STATE_KEY

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

Column CAMP_GROUP_SESSION_FACT_KEY

The surrogate key that is used to join this campaign group state fact to its CAMPAIGN_GROUP_SESSION_FACT. Places the campaign group state within the context of a campaign group session.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group ended. 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 END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when campaign group entered this state.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when this state for the campaign group ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, of the campaign group in started state. For an active row, the amount of time, in seconds, that the campaign group has been in started state, from the time that it entered started state to the time that the ETL last executed.

Column CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

Column ACTIVE_FLAG

Indicates whether the campaign group state is currently active: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_CGSTF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CGSTF_STD			Improves access time, based on the Start Date Time key.
I_CGSTF_TNT			Improves access time, based on the Tenant.

Index I_CGSTF_STD

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_CGSTF_CGSF

Name	Sort
CAMP_GROUP_SESSION_FACT_KEY	Ascending

Index I_CGSTF_TNT

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".
Facts	Represents the relationships between subject area facts.

Table CONTACT_ATTEMPT_FACT

Each row in this table describes an 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. The grain of the fact is an accumulating snapshot that represents the duration of the attempt. Rows are inserted only when the attempt is completed, and they are not updated.

Starting with release 8.0.1, Genesys Info Mart does not populate the IXN_START_TIME, CONTACT_IXN_START_TIME, and CONTACT_WITHIN_DAILY_RANGE columns. For information about calculating the corresponding values, refer to *Genesys Info Mart User's Guide.*

Column List

Code	Data Type	P	M	F	DV
CONTACT_ATTEMPT_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		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		-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	

Code	Data Type	P	M	F	DV
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_KEY	numeric(19)			X	
CALLID	varchar(64)				
RECORD_FIELD_GROUP_1_KEY	int		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)				
ATTEMPT_ORDINAL	int				
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				
CONTACT_IXN_START_TIME	datetime				
IXN_START_TIME	int				
IXN_START_TIME_KEY	int				
CONTACT_WITHIN_DAILY_RANGE	numeric(1)				
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)				
RECORD_FIELD_1	numeric(14,4)				
RECORD_FIELD_2	numeric(14,4)				
RECORD_FIELD_3	numeric(14,4)				
RECORD_FIELD_4	numeric(14,4)				
RECORD_FIELD_5	numeric(14,4)				

Code	Data Type	P	M	F	DV
RECORD_FIELD_6	numeric(14,4)				
RECORD_FIELD_7	numeric(14,4)				
RECORD_FIELD_8	numeric(14,4)				
RECORD_FIELD_9	numeric(14,4)				
RECORD_FIELD_10	numeric(14,4)				
RECORD_FIELD_11	int				
RECORD_FIELD_12	int				
RECORD_FIELD_13	int				
RECORD_FIELD_14	int				
RECORD_FIELD_15	int				
RECORD_FIELD_16	int				
RECORD_FIELD_17	int				
RECORD_FIELD_18	int				
RECORD_FIELD_19	int				
RECORD_FIELD_20	int				
RECORD_FIELD_21	int				
RECORD_FIELD_22	int				
RECORD_FIELD_23	int				
RECORD_FIELD_24	int				
RECORD_FIELD_25	int				
RECORD_FIELD_26	int				
RECORD_FIELD_27	int				
RECORD_FIELD_28	int				
RECORD_FIELD_29	int				
RECORD_FIELD_30	int				
RECORD_FIELD_31	varchar(255)				
RECORD_FIELD_32	varchar(255)				
RECORD_FIELD_33	varchar(255)				
RECORD_FIELD_34	varchar(255)				
RECORD_FIELD_35	varchar(255)				
RECORD_FIELD_36	varchar(255)				
RECORD_FIELD_37	varchar(255)				
RECORD_FIELD_38	varchar(255)				
RECORD_FIELD_39	varchar(255)				
RECORD_FIELD_40	varchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column CONTACT_ATTEMPT_FACT_KEY

The primary key of this table.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column MEDIA_TYPE_KEY

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

Column 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 related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

Column 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 related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

Column DIALING_MODE_KEY

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

Column RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact and aggregate tables.

Column 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" value if the Agent does not belong to a group.

Column PLACE_KEY

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

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

Column GROUP_KEY
The surrogate key that is used to join the GROUP_ dimension to the fact tables.

Column CPD_RESULT_KEY
The surrogate key that is used to join the CALL_RESULT dimension to the fact tables for the dialer result.

Column CALL_RESULT_KEY
The surrogate key that is used to join the CALL_RESULT dimension to the fact tables.

Column RECORD_TYPE_KEY
The surrogate key that is used to join the RECORD_TYPE dimension to the fact tables.

Column RECORD_STATUS_KEY
The surrogate key that is used to join the RECORD_STATUS dimension to the fact tables.

Column CALLING_LIST_KEY
The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.

Column CONTACT_INFO_TYPE_KEY
The surrogate key that is used to join the CONTACT_INFO_TYPE dimension to the fact tables.

Column 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.

Column 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.

Column CAMP_GROUP_SESSION_FACT_KEY
The surrogate key that is used to join this contact attempt fact to its CAMPAIGN_GROUP_SESSION_FACT. Places the contact attempt within the context of a campaign group session.

Column CALLID
The unique ID of this interaction, as retrieved from the corresponding IDB field.

Column 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.

Column 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.

Column START_TS

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

Column END_TS

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

Column CALL_ATTEMPT_ID

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

Column RECORD_ID

The unique identifier for the record in the calling list.

Column CHAIN_ID

The chain identifier of the record that is being attempted.

Column 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).

Column CONTACT_INFO

The contact_info of the record that is being attempted. The CONTACT_INFO_TYPE dimension value indicates the type, such as HomePhone.

Column ATTEMPT_ORDINAL

The attempt number of the record.

Column 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.

Column 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.

Column DAILY_FROM_TIME

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

Column DAILY_UNTIL_TIME

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

Column 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.

Column 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.

Column 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.

Column 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.

Column CONTACT_IXN_START_TIME

Reserved.

Column IXN_START_TIME

Reserved.

Column IXN_START_TIME_KEY

Reserved.

Column CONTACT_WITHIN_DAILY_RANGE

Reserved.

Column DIAL_SCHED_TIME

The UTC-equivalent value of the date and time of the scheduled call.

Column DIAL_SCHED_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the scheduled time of the call. 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.

Column CONTACT_DIAL_SCHED_TIME

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

Column OVERDIAL_FLAG

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

Column CONTACT_COMPLETE_FLAG

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

Column RPC_FLAG

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

Column CONVERSION_FLAG

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

Column RECORD_FIELD_1 Through RECORD_FIELD_40

Value of custom record fields 1 through 40, respectively.

Column ACTIVE_FLAG

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

Column PURGE_FLAG

This field is reserved.

Index List

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

Index I_CAF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_CAF_TNT

Name	Sort
TENANT KEY	Ascending

Index I_CAF_CGSF

Name	Sort
CAMP_GROUP_SESSION_FACT_KEY	Ascending

Index I_CAF_CID

Name	Sort
CALLID	Ascending

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Facts	Represents the relationships between subject area facts.

Table CONTACT_INFO_TYPE

Allows facts to be described based on attributes of an outbound campaign contact information type. Each row describes one contact information type, such as Home Phone.

Column List

Code	Data Type	P	M	F	DV
CONTACT_INFO_TYPE_KEY	int	X	X		
CONTACT_INFO_TYPE	varchar(32)				
CONTACT_INFO_TYPE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column CONTACT_INFO_TYPE_KEY

The surrogate key that is used to join the Contact Info Type dimension table to the fact tables.

Column CONTACT_INFO_TYPE

The name of the contact information type. One of the following values:

No Contact Type
Home Phone
Direct Business Phone
Business With Extension
Mobile
Vacation Phone
Pager
Modem
Voice Mail
Pin Pager
E-Mail Address

This value can change with localization.

Column CONTACT_INFO_TYPE_CODE

The code for the contact information type. One of the following:

NO_CONTACT_TYPE
HOME_PHONE
DIRECT_BUSINESS_PHONE
BUSINESS_WITH_EXTENSION
MOBILE
VACATION_PHONE
PAGER
MODEM
VOICE_MAIL
PIN_PAGER
EMAIL_ADDRESS

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table DATE_TIME

Allows facts to be described by attributes of calendar date and 15-minute time interval. This dimension is a calendar--either default or defined in configuration. The table is first populated for a configurable time period in which the schema is initialized and is subsequently populated for the next time period as part of maintenance. Configuration of a time zone and week-numbering rules affect the data population for this table. Each row describes a 15-minute time interval for one calendar date. A single row that contains a date in 2025 is included to serve a special purpose: this future date earmarks a tentative end time for active facts so that applications do not have to test for null. This table enables aggregation along an arbitrary time interval.

Custom DATE_TIME tables can be added to the schema at any point during or after the Genesys Info Mart deployment. These tables have the same structure as the DATE_TIME table, are controlled with dedicated configuration options, and are populated by using algorithms that are similar to those for the DATE_TIME table.

By default, values that describe the weeks in which dates belong are fixed to begin on Sunday, with the exception of the first week of the year, which may contain fewer than seven days and may start on a day other than Sunday. The last week of a year may also contain fewer than seven days. This setting is referred to as “simple week numbering” because the calendar year and the week-numbering year coincide. By changing settings in the date-time configuration section, you can change the week starting day, the minimum number of days in the first week of the year, and the time zone.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not.

The DATE_TIME_NEXT_* keys facilitate the retrieval of data for a defined reporting interval by identifying all of the rows in the table that define the upper boundary of the reporting interval.

The LABEL_* fields provide various string representations of a standard calendar date and/or 15-minute interval.

The RUNNING_* fields facilitate the search of facts for the last *x* number of years, quarters, months, weeks, days, hours, or subhours.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X		
DATE_TIME_30MIN_KEY	int		X		
DATE_TIME_HOUR_KEY	int		X		
DATE_TIME_DAY_KEY	int		X		
DATE_TIME_WEEK_KEY	int		X		
DATE_TIME_MONTH_KEY	int		X		
DATE_TIME_QUARTER_KEY	int		X		
DATE_TIME_YEAR_KEY	int		X		
DATE_TIME_NEXT_KEY	int		X		
DATE_TIME_NEXT_30MIN_KEY	int		X		
DATE_TIME_NEXT_HOUR_KEY	int		X		
DATE_TIME_NEXT_DAY_KEY	int		X		
DATE_TIME_NEXT_WEEK_KEY	int		X		
DATE_TIME_NEXT_MONTH_KEY	int		X		
DATE_TIME_NEXT_QUARTER_KEY	int		X		
DATE_TIME_NEXT_YEAR_KEY	int		X		
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
CAL_DATE	datetime		X		
CAL_DAY_NAME	varchar(32)		X		
CAL_MONTH_NAME	varchar(32)		X		
CAL_DAY_NUM_IN_WEEK	smallint		X		
CAL_DAY_NUM_IN_MONTH	smallint		X		
CAL_DAY_NUM_IN_YEAR	smallint		X		
CAL_LAST_DAY_IN_WEEK	numeric(1)		X		
CAL_LAST_DAY_IN_MONTH	numeric(1)		X		
CAL_WEEK_NUM_IN_YEAR	smallint		X		
WEEK_YEAR	smallint		X		
CAL_WEEK_START_DATE	datetime		X		
CAL_WEEK_END_DATE	datetime		X		
CAL_MONTH_NUM_IN_YEAR	smallint		X		
CAL_QUARTER_NUM_IN_YEAR	smallint		X		
CAL_HALF_NUM_IN_YEAR	smallint		X		
CAL_YEAR_NUM	smallint		X		

Code	Data Type	P	M	F	DV
CAL_HOUR_NUM_IN_DAY	smallint		X		
CAL_HOUR_24_NUM_IN_DAY	smallint		X		
CAL_MINUTE_NUM_IN_HOUR	smallint		X		
CAL_30MINUTE_NUM_IN_HOUR	smallint		X		
LABEL_YYYY	varchar(32)		X		
LABEL_YYYY_QQ	varchar(32)		X		
LABEL_YYYY_MM	varchar(32)		X		
LABEL_YYYY_WE	varchar(32)		X		
LABEL_YYYY_WE_D	varchar(32)		X		
LABEL_YYYY_MM_DD	varchar(32)		X		
LABEL_YYYY_MM_DD_HH	varchar(32)		X		
LABEL_YYYY_MM_DD_HH24	varchar(32)		X		
LABEL_YYYY_MM_DD_HH_30MI	varchar(32)		X		
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)		X		
LABEL_YYYY_MM_DD_HH_MI	varchar(32)		X		
LABEL_YYYY_MM_DD_HH24_MI	varchar(32)		X		
LABEL_YYYY_MM_DD_HH_15INT	varchar(32)		X		
LABEL_YYYY_MM_DD_HH24_15INT	varchar(32)		X		
LABEL_YYYY_MM_DD_HH_30INT	varchar(32)		X		
LABEL_YYYY_MM_DD_HH24_30INT	varchar(32)		X		
LABEL_QQ	varchar(32)		X		
LABEL_MM	varchar(32)		X		
LABEL_WE	varchar(32)		X		
LABEL_DD	varchar(32)		X		
LABEL_HH	varchar(32)		X		
LABEL_HH24	varchar(32)		X		
LABEL_30MI	varchar(32)		X		
LABEL_MI	varchar(32)		X		
LABEL_TZ	varchar(32)		X		
AMPM_INDICATOR	varchar(4)		X		
RUNNING_YEAR_NUM	int		X		
RUNNING_QUARTER_NUM	int		X		
RUNNING_MONTH_NUM	int		X		
RUNNING_WEEK_NUM	int		X		
RUNNING_DAY_NUM	int		X		
RUNNING_HOUR_NUM	int		X		
RUNNING_30MIN_NUM	int		X		

Column DATE_TIME_KEY

The primary key of this table. It is used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field increases monotonically to facilitate the calculation of time interval ranges and is equal to the UTC-equivalent time at which the time interval started.

Column DATE_TIME_30MIN_KEY

The surrogate key that is used to join a particular 30-minute interval in this table to the fact and aggregate tables. Two rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the 30-minute interval.

Column DATE_TIME_HOUR_KEY

The surrogate key that is used to join a particular hour in this table to the fact and aggregate tables. Four rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the hour interval.

Column DATE_TIME_DAY_KEY

The surrogate key that is used to join a particular day in this table to the fact and aggregate tables. Ninety-six rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the day interval.

Column DATE_TIME_WEEK_KEY

The surrogate key that is used to join a particular week in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the week interval.

Column DATE_TIME_MONTH_KEY

The surrogate key that is used to join a particular month in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the month interval.

Column DATE_TIME_QUARTER_KEY

The surrogate key that is used to join a particular quarter in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the quarter interval.

Column DATE_TIME_YEAR_KEY

The surrogate key that is used to join a particular year in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the year interval.

Column DATE_TIME_NEXT_KEY

Points to the next record of this table. This value is DATE_TIME_KEY+1.

Column DATE_TIME_NEXT_30MIN_KEY

Points to the DATE_TIME_30MIN_KEY record that represents the next 30-minute period.

Column DATE_TIME_NEXT_HOUR_KEY

Points to the DATE_TIME_HOUR_KEY record that represents the next hour.

Column DATE_TIME_NEXT_DAY_KEY

Points to the DATE_TIME_DAY_KEY record that represents the next calendar day.

Column DATE_TIME_NEXT_WEEK_KEY

Points to the DATE_TIME_WEEK_KEY record that represents the next calendar week.

Column DATE_TIME_NEXT_MONTH_KEY

Points to the DATE_TIME_MONTH_KEY record that represents the next calendar month.

Column DATE_TIME_NEXT_QUARTER_KEY

Points to the DATE_TIME_QUARTER_KEY record that represents the next calendar quarter.

Column DATE_TIME_NEXT_YEAR_KEY

Points to the DATE_TIME_YEAR_KEY record that represents the next year.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column CAL_DATE

The date/time data type for a calendar date that is specific for this RDBMS.

Column CAL_DAY_NAME

The calendar day name--for example, "Sunday".

Column CAL_MONTH_NAME

The calendar month name--for example, "January".

Column CAL_DAY_NUM_IN_WEEK

The day number in a week. By default, the values start with 1 for Sunday and end with 7 for Saturday. If another day is configured as the first day of the week, the value 1 is populated for that day, the value 2 is populated for the subsequent day, and so forth. For example, if Monday is configured as the first day of the week (that is, the first-day-of-week configuration option is set to 2), the CAL_DAY_NUM_IN_WEEK values start with 1 for Monday and end with 7 for Sunday.

Column CAL_DAY_NUM_IN_MONTH

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

Column CAL_DAY_NUM_IN_YEAR

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

Column CAL_LAST_DAY_IN_WEEK

The indicator for the last day of the calendar week: 0 = No, 1 = Yes. For example, this value may be 0 for Wednesday records and 1 for Saturday records.

Column CAL_LAST_DAY_IN_MONTH

The indicator for the last day of the calendar month: 0 = No, 1 = Yes. For example, this value is set to 0 for January 16 and 1 for January 31.

Column CAL_WEEK_NUM_IN_YEAR

The week number in the calendar year, starting with 1 and ending with 53. The first week begins on the first day of the calendar year and may contain fewer than seven days. Likewise, the last week, ending with the last day of the year, may contain fewer than seven days.

Column WEEK_YEAR

The year number for the week to which this day belongs. By default, the week year matches the calendar year. If the week numbering is configured to differ from the simple week numbering (for example, for the purpose of financial reports), the year number that is stored for the first and last weeks differs from the year number of the calendar year.

Column CAL_WEEK_START_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week start date. For example, if a week starts on Sunday, this value is March 7, 2010 for all dates between March 7, 2010 and March 13, 2010.

Column CAL_WEEK_END_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week end date. For example, if a week starts on Sunday, this value is March 13, 2010 for all dates between March 7, 2010 and March 13, 2010.

Column CAL_MONTH_NUM_IN_YEAR

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

Column CAL_QUARTER_NUM_IN_YEAR

The number of the quarter in the calendar year, starting with 1 for the first quarter (January 1 through March 31) and ending with 4 for the fourth quarter (October 1 through December 31).

Column CAL_HALF_NUM_IN_YEAR

The number of the half of the calendar year, starting with 1 for January 1 through June 30 and ending with 2 for July 1 through December 31.

Column CAL_YEAR_NUM

The Gregorian calendar year, expressed as a four-digit integer--for example, 2010.

Column CAL_HOUR_NUM_IN_DAY

The hour of the day, expressed as an integer from 1-12. This field is intended to be used in conjunction with the AMPM_INDICATOR field.

Column CAL_HOUR_24_NUM_IN_DAY

The hour of the day, as an integer from 00 to 23.

Column CAL_MINUTE_NUM_IN_HOUR

The 15-minute number of the hour. This value is one of the following:

 0: for 0 <= min < 15
15: for 15 <= min < 30
30: for 30 <= min < 45
45: for 45 <= min < 60

Column CAL_30MINUTE_NUM_IN_HOUR

The 30-minute number of the hour. This value is one of the following:

 0: for 0 <= min < 30
30: for 30 <= min < 60

Column LABEL_YYYY

The current date expressed as a string in YYYY format, where YYYY represents a four-digit year. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010".

Column LABEL_YYYY_QQ

The current date, expressed as a string in YYYY QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010 1Q".

Column LABEL_YYYY_MM

The current date, expressed as a string in YYYY-MM format, where MM represents the two-digit month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01".

Column LABEL_YYYY_WE

The current date, expressed as a string in YYYY-Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-W05" (January 30, 2010 fell in the fifth week of the year).

Column LABEL_YYYY_WE_D

The current date expressed as a string in YYYY-Www-D format, where Www represents the two-digit week number of the year, preceded by the letter "W", and D represents the day number in the week. This field is useful when used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-05-1" (January 30, 2010 fell in the fifth week of the year, and Sunday is the first day of the week).

Column LABEL_YYYY_MM_DD

The current date, expressed as a string in YYYY-MM-DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30".

Column LABEL_YYYY_MM_DD_HH

The current date, expressed as a string in YYYY-MM-DD HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03".

Column LABEL_YYYY_MM_DD_HH24

The current date, expressed as a string in YYYY-MM-DD HH format where hour (HH) values range from 01 to 24. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15".

Column LABEL_YYYY_MM_DD_HH_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30".

Column LABEL_YYYY_MM_DD_HH24_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30".

Column LABEL_YYYY_MM_DD_HH_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45".

Column LABEL_YYYY_MM_DD_HH24_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45".

Column LABEL_YYYY_MM_DD_HH_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day. Hour values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45-04:00".

Column LABEL_YYYY_MM_DD_HH24_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45-16:00".

Column LABEL_YYYY_MM_DD_HH_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30-04:00".

Column LABEL_YYYY_MM_DD_HH24_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is

used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30-16:00".

Column LABEL_QQ

A string representation of the current date, expressed in QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "1Q".

Column LABEL_MM

A string representation of the current date, expressed in MM format, where MM represents the two-digit month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "01".

Column LABEL_WE

A string representation of the current date, expressed in Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label for report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "W05". (January 30, 2010 falls in the fifth week of the year.)

Column LABEL_DD

A string representation of the current date, expressed in DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

Column LABEL_HH

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "03".

Column LABEL_HH24

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "15".

Column LABEL_30MI

A string representation of the current date, expressed in mm format, where mm represents the closest 30-minute period that is less than or equal to the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

Column LABEL_MI

A string representation of the current date, expressed in mm format, where mm represents the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "45".

Column LABEL_TZ

A string representation of the time zone designator, as defined in ISO 8601 standard. For the time zone in which the UTC offset is equal zero, the letter "Z" is stored as the time zone designator. The zone designator for other time zones is specified by the offset from UTC in the format ±HH:<mm>, where HH represents hours and mm represents minutes, if applicable. For example, if the time that is being described is one hour ahead of UTC, the stored value would be "+01".

Column AMPM_INDICATOR

Indicates the period between midnight and noon ("AM") or between noon and midnight ("PM").

Column RUNNING_YEAR_NUM

The running year number, starting with 1 for the year that is populated as the first year in this calendar. The date-time-start-year configuration option controls the starting year. By default, the calendar starts with the year that precedes the DATE_TIME table initialization. For example, if the Genesys Info Mart database is initiated in year 2010, this field stores the value of 2 for rows that are generated for 2010 dates.

Column RUNNING_QUARTER_NUM

The running quarter number, starting with 1 as the first quarter of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-4, respectively, for the four quarters of the first populated year (for example, 2009); 5-8, respectively, for the four quarters of the second populated year (in this example, 2010); and so forth.

Column RUNNING_MONTH_NUM

The running month number, starting with 1 as the first month of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-12, respectively, for the 12 months of the first populated year (for example, 2009); 13-24, respectively, for the 12 months of the second populated year (in this example, 2010); and so forth.

Column RUNNING_WEEK_NUM

The running week number, starting with 1 as the first week of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that, with simple week numbering, this value is 1-53, respectively, for the 53 weeks of the first populated year (for example, 2009); 54-107, respectively, for the 53 weeks of the second populated year (in this example, 2010); and so forth.

Column RUNNING_DAY_NUM

The running day number, starting with 1 as the first day of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-365, respectively, for the 365 days of the first populated year (for example, 2009); 366-730, respectively, for the 365 days of the second populated year (in this example, 2010); and so forth.

Column RUNNING_HOUR_NUM

The running hour number, starting with 1 as the first hour of the first day of the first year that is populated for this calendar. Running hours do not reset at the beginning of each day, so that this value is 1-24,

respectively, for the 24 hours of the first populated day (for example, 1/1/2009); 25-48, respectively, for the 24 hours of the second populated day (in this example, 1/2/2009); and so forth.

Column RUNNING_30MIN_NUM

The running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of the first year that is populated for this calendar. Running 30-minute periods do not reset at the beginning of each hour, so that this value is 1-2, respectively, for the two 30-minute intervals of the first hour of 1/1/2009, if 2009 is the first year populated for this calendar; 3-4, respectively, for the two 30-minute intervals in the second hour of this day; and so forth.

Index List

Code	U	C	Description
IDX_DT_30			Improves access time, based on a 30-minute key.
IDX_DT_30_INT			Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
IDX_DT_CAL_DATE			Improves access time, based on the calendar date.
IDX_DT_DAY_INT			Improves access time, based on the day key, the next day key, and the primary key.
IDX_DT_HOUR_INT			Improves access time, based on the hour key, the next hour key, and the primary key.
IDX_DT_MONTH_INT			Improves access time, based on the month key, the next month key, and the primary key.
IDX_DT_NEXT			Improves access time, based on the key of the next record.
IDX_DT_NEXT30			Improves access time, based on the next 30-minute key.

Index IDX_DT_30

Name	Sort
DATE_TIME_30MIN_KEY	Ascending

Index IDX_DT_NEXT30

Name	Sort
DATE_TIME_NEXT_30MIN_KEY	Ascending

Index IDX_DT_NEXT

Name	Sort
DATE_TIME_NEXT_KEY	Ascending

Index IDX_DT_30_INT

Name	Sort
DATE_TIME_30MIN_KEY	Ascending
DATE_TIME_NEXT_30MIN_KEY	Ascending
DATE TIME KEY	Ascending

Index IDX_DT_HOUR_INT

Name	Sort
DATE_TIME_HOUR_KEY	Ascending
DATE_TIME_NEXT_HOUR_KEY	Ascending
DATE TIME KEY	Ascending

Index IDX_DT_DAY_INT

Name	Sort
DATE_TIME_DAY_KEY	Ascending
DATE_TIME_NEXT_DAY_KEY	Ascending
DATE TIME KEY	Ascending

Index IDX_DT_MONTH_INT

Name	Sort
DATE_TIME_MONTH_KEY	Ascending
DATE_TIME_NEXT_MONTH_KEY	Ascending
DATE TIME KEY	Ascending

Index IDX_DT_CAL_DATE

Name	Sort
CAL_DATE	Ascending

Subject Areas

Code	Comment
Calling_List_Metric	Represents a snapshot of outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups as they are being loaded and unloaded.
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as "Loaded", "Started", and "Unloading".
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Interaction	Represents interactions from the perspective of a customer experience.
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.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Place_Group	Represents the membership of places among place groups.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Skill	Represents the skill resumes of agent resources.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table DIALING_MODE

This table allows facts to be described based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

Column List

Code	Data Type	P	M	F	DV
DIALING_MODE_KEY	int	X	X		
DIALING_MODE	varchar(32)				
DIALING_MODE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column DIALING_MODE_KEY

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

Column DIALING_MODE

The dialing mode. One of the following values:

None
Unknown Dialing Mode
Predictive
Progressive
Preview
Progressive with seizing
Predictive with seizing
Power
Power with seizing
Push Preview
Progressive GVP
Predictive GVP
Power GVP

These values change with localization.

Column DIALING_MODE_CODE

The dialing mode code. One of the following values:

NONE
UNKNOWN_DIALING_MODE
PREDICTIVE
PROGRESSIVE_PREVIEW
PROGRESSIVE_WITH_SEIZING
PREDICTIVE_WITH_SEIZING
POWER
POWER_WITH_SEIZING
PUSH_PREVIEW
PROGRESSIVE_GVP
PREDICTIVE_GVP
POWER_GVP

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.
Column UPDATE_AUDIT_KEY
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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table GROUP_TO_CAMPAIGN_FACT_

Each row in this table describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between an agent group or a place group and a campaign.

Column List

Code	Data Type	P	M	F	DV
GROUP_TO_CAMPAIGN_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
IDB_ID	numeric(19)		X		
DATA_SOURCE_KEY	int		X		
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column GROUP_TO_CAMPAIGN_FACT_KEY

The primary key of this table.

Column GROUP_KEY

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

Column CAMPAIGN_KEY

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

Column TENANT_KEY

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

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the agent group or place group was added to the campaign in the contact center configuration. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the agent group or place group was removed from the campaign in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when the agent group or place group was added to the campaign in the contact center configuration.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column IDB_ID

Reserved for internal use.

Column DATA_SOURCE_KEY

Reserved for internal use.

Column ACTIVE_FLAG

Indicates whether the association between the agent group or place group and the campaign is still active: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
GPCM2DTS_FK			Improves access time, based on the Start Date Time key.
GPCM2TNT_FK			Improves access time, based on the Tenant.

Index GPCM2DTS_FK

Name	Sort
START_DATE_TIME_KEY	Ascending

Index GPCM2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.
Facts	Represents the relationships between subject area facts.

Table INTERACTION_DESCRIPTOR

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type, service subtype, customer segment, and business result. Because the business attribute values may change over the lifetime of an interaction, each interaction resource fact has an interaction descriptor that snapshots the current value of the attributes.

Each row in this table describes a distinct combination of business attributes that characterize the interaction. A new row is issued for each distinct combination of business attributes that are encountered as user data (attached data or UserEvent-based KVP data) in the interaction source data.

Note: Although the maximum length of the underlying IDB fields is 255 characters, Genesys Info Mart restricts the maximum length of the fields related to user data KVP in this dimensional table to 170 for RDBMSs other than Oracle. Refer to Genesys Info Mart Deployment Guide for more information.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_DESCRIPTOR_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
CUSTOMER_SEGMENT	varchar(170)		X		none
SERVICE_TYPE	varchar(170)		X		none
SERVICE_SUBTYPE	varchar(170)		X		none
BUSINESS_RESULT	varchar(170)		X		none
PURGE_FLAG	numeric(1)				

Column INTERACTION_DESCRIPTOR_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column CUSTOMER_SEGMENT

The value of a customer, relative to a business line. For example, customers can be categorized according to maximum spending limit, such as platinum, gold, and silver; similarly, for service-related transactions, they could be categorized according to the service package that they have bought. This field's value, which comes from a user-data KVP, is propagated from the G_CALL_USERDATA.G_CUSTOMER_SEGMENT IDB field.

Column SERVICE_TYPE

The service that is being requested by the customer. It can be used to categorize interactions according to their product or service offering. This field's value, which comes from a user-data KVP, is propagated from the G_CALL_USERDATA.G_SERVICE_TYPE IDB field.

Column SERVICE_SUBTYPE

The detailed type of service that is being requested by the customer. It can be used to categorize interactions according to particular product or service requests. This field's value, which comes from a user-data KVP, is propagated from the G_CALL_USERDATA.G_SERVICE_SUBTYPE IDB field.

Column BUSINESS_RESULT

The result of the interaction, from a business perspective; for example, the interaction resulted in a sale or in a new customer account being opened. This field's value, which comes from a user-data KVP, is propagated from the G_CALL_USERDATA.G_BUSINESS_RESULT IDB field.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_INTERACTION_ DESCRIPTOR	X		Improves access time based on dimension values and Tenant key.

Index I_INTERACTION_DESCRIPTOR

Name	Sort
TENANT_KEY	Ascending
CUSTOMER_SEGMENT	Ascending
SERVICE_TYPE	Ascending
SERVICE_SUBTYPE	Ascending
BUSINESS_RESULT	Ascending

Subject Areas

Code	Comment
Interaction	Represents interactions from the perspective of a customer experience.
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.

Table INTERACTION_RESOURCE_FACT

This table represents a summary of an attempt to:
- Start a new interaction.
- Handle an existing interaction.
- Mediate and handle an interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs that have no associated agents) and mediation resources in which the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table as a result of one of the following call scenarios:

o A new interaction was initiated by a contact center resource.
o An attempt to transfer an interaction or an attempt to consult or conference additional contact center resources was initiated by a handling resource.
o An interaction was delivered to a handling resource, either directly or through one or more mediation resources.
o An interaction was delivered to a handling resource as a result of consultation, transfer, or conference, either directly or through one or more mediation resources.
o An interaction was abandoned at a mediation resource while trying to reach a handling resource.
o An attempt to deliver a transfer or consultation or an attempt to initiate a conference was abandoned while the transferred, consultation, or conferenced interaction was at a mediation resource, trying to reach a handling resource.

This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time that is spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in the UTC time zone. They are also stored as DATE_TIME dimension references.

Media-neutral counts and durations are provided to categorize the time that is spent on various activities, such as time that is spent in mediation in queues, routing points, and IVR ports.

The RESOURCE_ dimension represents the resource that is involved with this interaction resource fact.

The PLACE dimension indicates the place at which the IRF was processed.

The TECHNICAL_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service that is being requested.

The STRATEGY dimension identifies the Genesys routing strategy that processed the IRF.

The ROUTING_TARGET and REQUESTED_SKILL dimensions indicate the Genesys router's activities by identifying the target that was selected and the list of skills that were requested to process the IRF.

As previously indicated, many interaction attributes are formally modeled. However, deployment-specific attributes are represented in the model in the form of user-defined attached data. Low-cardinality string user

data that is associated with the interaction resource are represented by using the IRF_USER_DATA_KEYS and USER_DATA_CUST_DIM_1 dimensions. Numeric user data and high-cardinality string user data that are associated with the interaction resource are represented by using the IRF_USER_DATA_GEN_1 and IRF_USER_DATA_CUST_1 fact extension tables.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PLACE_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
ROUTING_TARGET_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_ID	numeric(19)		X	X	
RES_PREVIOUS_SM_STATE_KEY	int		X	X	
RES_PREVIOUS_SM_STATE_FACT_KEY	numeric(19)			X	
RESOURCE_KEY	int		X	X	
LAST_RP_RESOURCE_KEY	int		X	X	
LAST_QUEUE_RESOURCE_KEY	int		X	X	
LAST_VQUEUE_RESOURCE_KEY	int		X		
LAST_IVR_RESOURCE_KEY	int		X	X	
PREV_IRF_ID	numeric(19)				
MEDIATION_SEGMENT_ID	numeric(19)				
MEDIATION_RESOURCE_KEY	int		X	X	
MEDIATION_START_DATE_TIME_KEY	int				
INTERACTION_RESOURCE_ORDINAL	smallint				
IRF_ANCHOR	numeric(1)				
IRF_ANCHOR_DATE_TIME_KEY	int				
LAST_INTERACTION_RESOURCE	numeric(1)				
PARTYGUID	varchar(50)				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ROUTING_POINT_DURATION	int				
QUEUE_DURATION	int				
IVR_PORT_DURATION	int				
HANDLE_COUNT	smallint				

Code	Data Type	P	M	F	DV
CUSTOMER_HANDLE_COUNT	smallint				
PREVIOUS_MEDIATION_DURATION	int				
MEDIATION_DURATION	int				
MEDIATION_COUNT	smallint				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				
SHORT_ABANDONED_FLAG	numeric(1)				
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				
TALK_DURATION	int				
HOLD_COUNT	smallint				
HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
CUSTOMER_DIAL_COUNT	smallint				
CUSTOMER_DIAL_DURATION	int				
CUSTOMER_RING_COUNT	smallint				
CUSTOMER_RING_DURATION	int				
CUSTOMER_TALK_COUNT	smallint				
CUSTOMER_TALK_DURATION	int				
CUSTOMER_HOLD_COUNT	smallint				
CUSTOMER_HOLD_DURATION	int				
CUSTOMER_ACW_COUNT	smallint				
CUSTOMER_ACW_DURATION	int				
POST_CONS_XFER_TALK_COUNT	smallint				
POST_CONS_XFER_TALK_DURATION	int				
POST_CONS_XFER_HOLD_COUNT	smallint				
POST_CONS_XFER_HOLD_DURATION	int				
POST_CONS_XFER_RING_COUNT	smallint				
POST_CONS_XFER_RING_DURATION	int				
CONF_INIT_TALK_COUNT	smallint				
CONF_INIT_TALK_DURATION	int				
CONF_INIT_HOLD_COUNT	smallint				
CONF_INIT_HOLD_DURATION	int				
CONF_JOIN_RING_COUNT	smallint				
CONF_JOIN_RING_DURATION	int				
CONF_JOIN_TALK_COUNT	smallint				
CONF_JOIN_TALK_DURATION	int				

Code	Data Type	P	M	F	DV
CONF_JOIN_HOLD_COUNT	smallint				
CONF_JOIN_HOLD_DURATION	int				
CONS_INIT_DIAL_COUNT	smallint				
CONS_INIT_DIAL_DURATION	int				
CONS_INIT_TALK_COUNT	smallint				
CONS_INIT_TALK_DURATION	int				
CONS_INIT_HOLD_COUNT	smallint				
CONS_INIT_HOLD_DURATION	int				
CONS_RCV_RING_COUNT	smallint				
CONS_RCV_RING_DURATION	int				
CONS_RCV_TALK_COUNT	smallint				
CONS_RCV_TALK_DURATION	int				
CONS_RCV_HOLD_COUNT	smallint				
CONS_RCV_HOLD_DURATION	int				
CONS_RCV_ACW_COUNT	smallint				
CONS_RCV_ACW_DURATION	int				
AGENT_TO_AGENT_CONS_COUNT	smallint				
AGENT_TO_AGENT_CONS_DURATION	int				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int			X	
START_TS	int				
END_TS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column INTERACTION_RESOURCE_ID

The primary key of this table.

Column TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource.

Column INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the interaction's type. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

Column MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

Column TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the role and result of the IRF resource's participation in the interaction.

Column MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an agent or IVR-port IRF resource, this key refers to the agent's or IVR port's DN; for a routing point or queue resource (including interaction queue or workbin), this key holds the same value as RESOURCE_KEY.

Column RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this table to the RESOURCE_GROUP_COMBINATION dimension, to identify a specific combination of resource groups to which the IRF resource belonged when the IRF began. This field references the default "No Group" dimension value if the IRF resource belongs to no group.

Column PLACE_KEY

The surrogate key that is used to join the PLACE dimension, to the fact tables to identify the place that is associated with the media resource key.

Column STRATEGY_KEY

The surrogate key that is used to join this table to the STRATEGY dimension, to identify the name of the routing strategy that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

Column ROUTING_TARGET_KEY

The surrogate key that is used to join this table to the ROUTING_TARGET dimension, to identify the routing target that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

Column REQUESTED_SKILL_KEY

The surrogate key that is used to join the REQUESTED_SKILL_COMBINATION dimension and, indirectly, the REQUESTED_SKILL dimension to the fact tables, to identify the requested skills that are associated with the interaction. If requested skills were not specified for this interaction, this key references the default "No Skill" dimension value.

Column INTERACTION_ID

The interaction fact primary key.

Column RES_PREVIOUS_SM_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to indicate the agent's summarized state immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

Column RES_PREVIOUS_SM_STATE_FACT_KEY

The surrogate key that is used to join this table to the SM_RES_STATE_FACT dimension, to indicate the agent's summarized state immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this value is null.

Column RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the IRF resource.

Column LAST_RP_RESOURCE_KEY

For voice interactions, used to join this table to the RESOURCE_ dimension, to indicate the last routing point that the interaction passed through prior to arriving at the IRF resource. For multimedia interactions, this key references the RESOURCE_ dimension that represents the last routing strategy. The key references the default "No Resource" dimension value if the IRF mediation did not involve a routing point resource (for voice interactions) or routing strategy (for multimedia interactions). If the IRF ended in a routing point resource (for voice interactions) or routing strategy (for multimedia interactions), this value is the same as RESOURCE_KEY.

Column LAST_QUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource. The "last queue" refers to the last ACD queue (for voice interactions) or interaction queue or workbin (for multimedia interactions). The key references the default "No Resource" dimension value if the IRF mediation did not involve a queue resource. If the interaction that this IRF represents ended in a queue resource, this value is the same as RESOURCE_KEY.

Column LAST_VQUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource. The key references the default "No Resource" dimension value if the IRF mediation did not involve a virtual queue resource. If the interaction that this IRF represents ended in a virtual queue resource, this value is the same as RESOURCE_KEY.

Column LAST_IVR_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last non-self service IVR port that the interaction passed through prior to arriving at the IRF resource. (Self-service IVR ports generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" dimension value if the IRF mediation did not involve an IVR port resource. If the interaction that this IRF represents ended in an IVR port resource, this value is the same as RESOURCE_KEY. The field is populated for voice interactions only.

Column PREV_IRF_ID

Identifies the interaction resource fact, if any, that caused the creation of this IRF in case of internal, consultation, or transferred interactions.

For voice interactions, this value is set to the following:

o NULL, when this IRF is independent of any other interaction resource facts.
o For a resource that receives an internal or consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the call. This logic also applies to two-step transfers and two-step conferences.
o For a resource that initiates a consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original call.
o For a resource that receives a transferred call in a single-step transfer, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
o For a resource that receives a single-step conference call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available; otherwise, the INTERACTION_RESOURCE_ID value of the oldest IRF record that was created for the resource that potentially initiated the conference.
o For a resource that receives a redirected call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original call.

For multimedia interactions, this value is set to the following:
o NULL, when this IRF is independent of any other interaction resource facts.
o For a resource that receives an internal or consultation interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the interaction.
o For a resource that receives a transferred interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
o For a resource that receives a conference interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available.
o For a resource that receives a redirected interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original interaction.
o For a resource that initiates an outbound reply e-mail message, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
o For a resource that initiates an e-mail collaboration, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
o For a resource that replies to a collaboration e-mail, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original collaboration e-mail message.

o For a resource that receives an e-mail collaboration reply, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that replied to a collaboration e-mail.

Column MEDIATION_SEGMENT_ID

The ID of the mediation segment fact row that distributed the interaction. This value is NULL for any mediation resource other than:

o An ACD or virtual queue (for voice interactions).
o A virtual queue, an interaction queue, or workbin (for multimedia interactions).

Column MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension, to identify the mediation resource that distributed the interaction. This key references the default "No Resource" dimension value where the mediation DN is other than:

o An ACD or a virtual queue (for voice interactions).
o A virtual queue, an interaction queue, or workbin (for multimedia interactions).

Column MEDIATION_START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction began mediation to the IRF resource. 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.

Column INTERACTION_RESOURCE_ORDINAL

This field is reserved.

Column IRF_ANCHOR

This field is set to 1 for a single IRF out of all IRFs that are associated with a given interaction, to indicate that this row represents either:

o The first resource that handled an interaction (usually an agent or self-service IVR application).
o The resource in which the interaction was abandoned or stopped, if no resource handled the interaction.

In case of offline multimedia interactions (such as e-mail), this field is set to 2 for the row that represents the agent that first sent a response successfully.

This field is set to 0 for all other IRFs that are associated with the same interaction.

Column IRF_ANCHOR_DATE_TIME_KEY

Helps to identify the start of a 15-minute interval in which the interaction that was offered to this IRF resource has been either serviced for the first time or abandoned. Use this value as a surrogate key to join to any configured DATE_TIME dimension.

This field is set to the key value for:

o An IRF that has the IRF_ANCHOR value of 1 and that has been created for a voice on online multimedia interaction.
o An IRF that has the IRF_ANCHOR value of 2 and that has been created for offline multimedia interactions.

This value is set to NULL for:

o An IRF that has the IRF_ANCHOR value of 0, regardless of media type.
o An IRF that has the IRF_ANCHOR value of 1, but is created for an offline e-mail interaction.

Column LAST_INTERACTION_RESOURCE

This field is reserved.

Column PARTYGUID

The unique ID of the party instance, as generated by ICON. This ID remains unchanged during the lifetime of the party.

Column LEAD_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the IRF resource's participation in the interaction. This duration is measured from the start of the IRF resource's participation in the interaction to the end of the first interval.

Column TRAIL_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the IRF resource's participation in the interaction. This duration is measured from the start of the last interval to the end of the IRF resource's participation in the interaction.

Column ROUTING_POINT_DURATION

The sum of the durations, in seconds, that this IRF spent in routing point resources (for voice interactions) or in routing strategy resources (for multimedia interactions) prior to arriving at the IRF resource.

Column QUEUE_DURATION

The sum of the durations, in seconds, that this IRF spent in ACD queue resources (for voice interactions) or in interaction queue or workbin resources (for multimedia interactions) prior to arriving at the IRF resource.

Column IVR_PORT_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR port resources prior to arriving at the IRF resource.This field is populated for voice interactions only.

Column HANDLE_COUNT

For voice interactions, indicates whether an IVR port or agent resource answered the voice interaction, as reflected by the resource's state (such as Talking). This value is 0 when the resource did not answer (as might be the case if the interaction was abandoned while ringing at the target or rerouted on no answer) and 1 when the interaction was answered.

For multimedia interactions, the value is 1 when the IRF resource (agent) was connected to the interaction. The value is 0, otherwise.

Column CUSTOMER_HANDLE_COUNT

For voice interactions, indicates whether the customer was present when the handling IVR port or agent resource answered the voice interaction (that is, transitioned from alerting to connected). If so, this value is 1. If the customer is not present, such as when the IRF represents the resource that is receiving a consultation, this value is 0.

For multimedia interactions, this value equals the value of HANDLE_COUNT if the activity that is performed by the IRF resource is customer-related. In the case of e-mail interactions, this includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message back to the customer. Consultations (called collaborations, for e-mail) are not considered directly customer-related and are excluded from the count.

Column PREVIOUS_MEDIATION_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of the following:

o Redirected/RoutedOnNoAnswer
o Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time (for voice interactions) or alerting time (for multimedia interactions).

Column MEDIATION_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or non-self service IVR ports) prior to reaching the resource that is represented by the IRF row. This time is measured from the mediation start time of the IRF to the moment at which the interaction arrives at the resource that is represented by the IRF row. This value does not include ring time (for voice interactions) or alerting time (for multimedia interactions) at the IRF resource. For an IRF row that represents a mediation resource in which an interaction ended, MEDIATION_DURATION includes the mediation time at this mediation resource.

Column MEDIATION_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0 = No, 1 = Yes.

Column MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the required timeframe, based on the value of the BASELINE_SERVICE_OBJECTIVE field value that is stored in the IRF_USER_DATA_GEN_1 table: 0 = No, 1 = Yes.

Column SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned inside the short-abandoned threshold (determined by the short-abandoned-threshold configuration option) while at the IRF resource.

Column DIAL_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

Column DIAL_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated prior to being answered. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

Column RING_COUNT

For voice interactions, indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

For multimedia interactions, indicates whether the IRF resource was offered a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

Column RING_DURATION

For voice interactions, the number of seconds that the voice interaction was ringing at the self-service IVR or agent resource that is associated with the voice interaction resource fact.

For multimedia interactions, the number of seconds that the party that is associated with this resource interaction was in an alerting state. For multimedia interactions, duration is set to 0 while an interval is

open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

Column TALK_COUNT

For voice interactions, indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0 = No, 1 = Yes.

For multimedia interactions, indicates whether the agent resource was handling a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

Column TALK_DURATION

For voice interactions, the number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

For multimedia interactions, the number of seconds that the agent resource was handling a multimedia interaction. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

Column HOLD_COUNT

The count of the number of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource. This field is populated for voice interactions only.

Note: This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

Column HOLD_DURATION

The number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

Column AFTER_CALL_WORK_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

Column AFTER_CALL_WORK_DURATION

The number of seconds that the IRF resource that is associated with this voice interaction was in ACW state. Received consultations are excluded from consideration. This field is populated for voice interactions only.

Column CUSTOMER_DIAL_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0 = No, 1 = Yes. The count excludes initiated consultations. This field is populated for voice interactions only.

Column CUSTOMER_DIAL_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration. This field is populated for voice interactions only.

Column CUSTOMER_RING_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0 = No, 1 = Yes. This count includes internal interactions.

The count excludes:
- Received consultations and joined conferences, for voice interactions.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

Column CUSTOMER_RING_DURATION

For voice interaction, the number of seconds that the interaction was ringing at the resource during an interaction handling attempt while a customer was present.

For multimedia interactions, this value equals the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message to the customer. This measure excludes handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration).

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Internal interactions are included in this measure for both voice and multimedia.

Column CUSTOMER_TALK_COUNT

Indicates whether the resource connected with a customer for this voice interaction resource: 0 = No, 1 = Yes. This count includes internal interactions. Also--for voice interactions--conferences (whether initiated or joined) are included. For multimedia interactions, this value equals TALK_COUNT.

The count excludes:
- Consultations (whether initiated or received), for voice interactions.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

Column CUSTOMER_TALK_DURATION

The number of seconds that the agent processed customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.

- For voice interactions, this is the time that the resource spent talking with a customer. The duration includes talk duration of conferenced interactions.
- For e-mail interactions, this is the time that is spent on handling an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling an outbound e-mail message to the customer.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

The count excludes:
- Consultations (whether initiated or received), for voice interactions.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

Column CUSTOMER_HOLD_COUNT

The total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are included. This field is populated for voice interactions only.

Column CUSTOMER_HOLD_DURATION

The number of seconds that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations that are associated with initiated or received consultations, but includes hold durations of conferenced interactions. This field is populated for voice interactions only.

Column CUSTOMER_ACW_COUNT

Indicates whether the agent resource entered interaction-related Wrap state that pertains to this customer voice interaction resource: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

Column CUSTOMER_ACW_DURATION

The number of seconds that the resource was in interaction-related Wrap state that pertains to this customer voice interaction resource. The duration excludes ACW duration that is associated with received consultations. This field is populated for voice interactions only.

Column POST_CONS_XFER_TALK_COUNT

Indicates that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

Column POST_CONS_XFER_TALK_DURATION

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

Column POST_CONS_XFER_HOLD_COUNT

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

Column POST_CONS_XFER_HOLD_DURATION

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

Column POST_CONS_XFER_RING_COUNT

Indicates whether the IRF resource was offered a transferred interaction. This value applies only to the portion of the IRF that represents a post-consultation transfer: 0 = No, 1 = Yes. This field is populated for voice interactions only.

Column POST_CONS_XFER_RING_DURATION

The number of seconds that a transferred interaction was alerting (ringing). This value applies only to the portion of the IRF that represents a post-consultation transfer. This field is populated for voice interactions only.

Column CONF_INIT_TALK_COUNT

Indicates whether a conference that was initiated by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0 = No, 1 = Yes. This field is populated for voice interactions only.

Column CONF_INIT_TALK_DURATION

The amount of time in seconds that a conference that was initiated by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

Column CONF_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

Column CONF_INIT_HOLD_DURATION

The amount of time, in seconds, that the IRF resource put on hold a conference that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

Column CONF_JOIN_RING_COUNT

Indicates whether the resource was offered the opportunity to join a conference for this voice or multimedia interaction resource: 0 = No, 1 = Yes.

Column CONF_JOIN_RING_DURATION

The number of seconds, that this voice or multimedia interaction resource spent ringing or alerting at the resource who was offered to join a conference.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Column CONF_JOIN_TALK_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction: 0 = No, 1 = Yes.

Column CONF_JOIN_TALK_DURATION

The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Column CONF_JOIN_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

Column CONF_JOIN_HOLD_DURATION

The total amount of time, in seconds, that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

Column CONS_INIT_DIAL_COUNT

Indicates whether the IRF resource initiated a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

Column CONS_INIT_DIAL_DURATION

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

Column CONS_INIT_TALK_COUNT

Indicates whether a consultation (for voice interactions) or e-mail collaboration (for e-mail interactions) that was initiated by the IRF resource was connected (established): 0 = No, 1 = Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Column CONS_INIT_TALK_DURATION

The number of seconds that the consultation initiator spent talking (for voice interactions) or collaborating (for e-mail interactions) with another resource. This excludes talk or collaboration duration that is associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Column CONS_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

Column CONS_INIT_HOLD_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

Column CONS_RCV_RING_COUNT

Indicates whether the IRF resource was offered a consultation (for voice interactions) or collaboration (for multimedia interactions). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

Column CONS_RCV_RING_DURATION

The number of seconds that a consultation (for voice interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration invite.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Column CONS_RCV_TALK_COUNT

Indicates whether a consultation (for voice interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected (established). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

Column CONS_RCV_TALK_DURATION

The number of seconds that a consultation (for voice interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress--thus, affecting the value of duration.)

Column CONS_RCV_HOLD_COUNT

The number of times that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

Column CONS_RCV_HOLD_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

Column CONS_RCV_ACW_COUNT

Indicates whether the IRF resource had ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

Column CONS_RCV_ACW_DURATION

The number of seconds that the IRF resource spent in ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

Column AGENT_TO_AGENT_CONS_COUNT

Populated only for the agent who initiated a consultation voice interaction, this field is the sum of states when this agent and target agent(s) were connected to each other during the consultation.

Column AGENT_TO_AGENT_CONS_DURATION

The number of seconds for which the agent resource who initiated a consultation voice interaction was connected to another agent. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent. This field is populated for voice interactions only.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF resource's participation in the interaction began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF resource's participation in the interaction ended. 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 END_TS timestamp to an appropriate time zone.

Column START_TS

The UTC-equivalent value of the date and time when the IRF resource's participation in the interaction began.

Column END_TS

The UTC-equivalent value of the date and time when the IRF resource's participation in the interaction ended. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column ACTIVE_FLAG

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

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_IRF_PT_GUID			Reserved.
I_IRF_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_IRF_PT_GUID

Name	Sort
PARTYGUID	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
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.

Table INTERACTION_RESOURCE_STATE

This dimension table contains possible interaction-related resource states. STATE_NAME_CODE identifies the resource state, while a combination of a state descriptor and a state role provides additional details.

This table allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state, combined with a state descriptor and state role.

Note: States are not generated for routing point or ACD queue IRF resources, as these resources have only one state.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_STATE_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Code	Data Type	P	M	F	DV
STATE_NAME	varchar(64)				
STATE_NAME_CODE	varchar(32)				
STATE_ROLE	varchar(64)				
STATE_ROLE_CODE	varchar(32)				
STATE_DESCRIPTOR	varchar(64)				
STATE_DESCRIPTOR_CODE	varchar(32)				
PURGE_FLAG	numeric(1)				

Column INTERACTION_RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column STATE_NAME

The media-neutral resource state. One of the following values:

- Initiate
- Alert
- Connect
- Hold
- Wrap
- Unknown

See STATE_NAME_CODE for descriptions of possible states. This value can change with localization.

Column STATE_NAME_CODE

The code of the media-neutral resource state. One of the following values:

- INITIATE--Indicates that a resource initiated an interaction and that there is no other party on the interaction yet. This state is part of State=3 (connected) that is reported by ICON.

- ALERT--Indicates that a resource is being alerted for a new interaction that is attempted to be connected to the agent's device. This state corresponds to State=2 (alerting) that is reported by ICON.

- CONNECT--Indicates a state in which the agent is known to be participating in the call, according to the state of the agent's device. This state is part of State=3 (connected) that is reported by ICON.

- HOLD--Indicates a state in which the agent places another party on hold. This state corresponds to State=4 (hold) that is reported by ICON.

- WRAP--This state may happen after the interaction is disconnected, when the agent goes to an After Call Work (ACW) state, or “wrap up” state, and when the reporting has enough information to associate this WRAP state to a specific interaction (either ACW started during a specific single interaction or it was initiated within a certain timeout after completion of the related interaction).

- UNKNOWN--The state in which there is no relationship between the call and the device.

This value does not change with localization.

Column STATE_ROLE

The media-neutral role of the resource state. One of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

Column STATE_ROLE_CODE

The code of the state role. One of the following values:

- INITIATOR
- RECEIVER
- UNKNOWN

This value does not change with localization.

Column STATE_DESCRIPTOR

For voice interactions, the detailed classification that describes the resource state. One of the following values:

- Inbound
- Internal
- Outbound
- Outbound_OCS
- Consult
- Unknown

The value can change with localization.

Column STATE_DESCRIPTOR_CODE

The code of the resource state descriptor. One of the following values:

- INBOUND
- INTERNAL
- OUTBOUND
- OUTBOUND_OCS
- CONSULT
- UNKNOWN

This value does not change with localization.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table INTERACTION_TYPE

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_TYPE_KEY	int	X	X		
INTERACTION_TYPE	varchar(64)				
INTERACTION_TYPE_CODE	varchar(32)				
INTERACTION_SUBTYPE	varchar(64)				
INTERACTION_SUBTYPE_CODE	varchar(32)				
IGNORE	numeric(1)				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column INTERACTION_TYPE_KEY

The primary key of this table. This key is also the surrogate key that is used to join this dimension to the fact tables.

Column INTERACTION_TYPE

The interaction type. One of the following values:

- Unknown
- Internal
- Inbound
- Outbound

This value can change with localization.

Column INTERACTION_TYPE_CODE

The interaction type code. One of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

Column INTERACTION_SUBTYPE

The interaction subtype. One of the following values:

- Unspecified
- InternalCollaborationInvite
- InternalCollaborationReply
- InboundCollaborationReply
- InboundCustomerReply
- InboundDisposition
- InboundNDR
- InboundNew
- InboundReport
- OutboundAutoResponse
- OutboundAcknowledgement
- OutboundCollaborationInvite
- OutboundContact
- OutboundNew
- OutboundNotification
- OutboundRedirect
- OutboundReply
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- Unspecified
- InboundNew

- InboundCustomerReply
- OutboundContact
- OutboundNew
- OutboundNotification

This value can change with localization.

Column INTERACTION_SUBTYPE_CODE

The code name of the interaction subtype. One of the following values:

- UNSPECIFIED
- INTERNALCOLLABORATIONINVITE
- INTERNALCOLLABORATIONREPLY
- INBOUNDCOLLABORATIONREPLY
- INBOUNDCUSTOMERREPLY
- INBOUNDDISPOSITION
- INBOUNDNDR
- INBOUNDNEW
- INBOUNDREPORT
- OUTBOUNDAUTORESPONSE
- OUTBOUNDACKNOWLEDGEMENT
- OUTBOUNDCOLLABORATIONINVITE
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION
- OUTBOUNDREDIRECT
- OUTBOUNDREPLY
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- UNKNOWN
- INBOUNDNEW
- INBOUNDCUSTOMERREPLY
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION

This value does not change with localization.

Column IGNORE

Applicable to multimedia interactions only, this flag indicates to Genesys Info Mart whether to process interactions of the type described by this row. Either one of the following values:

0 - Interactions of this type are transformed. This value is set by default for most interaction types including those that are added to this dimension at runtime.

1 - Interactions of this type are ignored during transformation. This value is set by default for inbound interactions with subtype values of InboundDisposition and InboundReport.

Note: When an interaction, which is set to be ignored, is a parent (root) to other interactions, neither parent nor child interactions will be transformed, even if the child interactions are of a different type than the parent interaction.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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. The value of -1 indicates that a record was populated at runtime.

Subject Areas

Code	Comment
Interaction	Represents interactions from the perspective of a customer experience.
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.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table INTERACTION_FACT

This table represents the interaction from the perspective of a customer experience. The grain of the fact is an accumulating snapshot that summarizes facts that are related to a given interaction.

For multimedia interactions, the grain of the fact is the same as for voice interactions in the majority of cases. A new INTERACTION_FACT row is generated for each new root interaction (identified by a unique ROOTIRID); the only exception is a new inbound customer reply interaction, which is considered a new fact. A new inbound customer reply interaction is stored as a new row in the INTERACTION_FACT table, although this interaction is associated with an existing root interaction (has the same ROOTIRID value).

Column List

Code	Data Type	P	M	F	DV
INTERACTION_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
MEDIA_SERVER_ROOT_IXN_ID	numeric(19)				
MEDIA_SERVER_IXN_ID	numeric(19)				
MEDIA_SERVER_ROOT_IXN_GUID	varchar(50)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
SOURCE_ADDRESS	varchar(255)				
TARGET_ADDRESS	varchar(255)				
SUBJECT	varchar(255)				
START_TS	int				
END_TS	int				
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column INTERACTION_ID

The primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction resource facts, because of consultations, transfers, and so forth.

Column TENANT_KEY

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

Column INTERACTION_TYPE_KEY

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

Column MEDIA_TYPE_KEY

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

Column MEDIA_SERVER_ROOT_IXN_ID

For threaded interactions, contains the interaction ID of the root interaction fact that represents the original interaction in the thread. Currently, this field is used only to link an e-mail inbound customer reply

interaction to the original e-mail interaction in the thread. This field is null for all other interactions. This ID might not be unique.

Column MEDIA_SERVER_IXN_ID

The interaction ID, as reported by the interaction media server for the first call in the interaction. This ID might not be unique. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server Conn ID. This field is not populated for multimedia.

Column MEDIA_SERVER_ROOT_IXN_GUID

For threaded interactions, this field contains the root interaction GUID, as reported by the interaction media server, that represents the original interaction in the thread. Currently, this field is used only to link an inbound e-mail customer reply interaction to the original e-mail message in the thread. This field is null for all other interactions. This GUID might not be unique.

Column MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of multimedia, the GUID is the Interaction ID from Interaction Server.

Column SOURCE_ADDRESS

The source media address that initiated the interaction, such as ANI for voice media or the From e-mail address for multimedia. This value may represent a network resource address.

Column TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for multimedia interactions because there can be multiple target addresses. This value may represent a network resource address.

Column SUBJECT

The subject of the primary media server interaction.

Column START_TS

The UTC-equivalent value of the date and time when the IRF resource's participation in the interaction began.

Column END_TS

The UTC-equivalent value of the date and time when the interaction ended.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction started. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction ended. 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 END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column ACTIVE_FLAG

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

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_IF_CID			Improves access time, based on the Call ID.
I_IF_SDT			Improves access time, based on the Start Date Time key.

Index I_IF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_IF_CID

Name	Sort
MEDIA_SERVER_IXN_GUID	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Interaction	Represents interactions from the perspective of a customer experience.

Table IRF_USER_DATA_CUST_1

IRF_USER_DATA_CUST_1 is included in the schema document for sample purposes only. Tables such as IRF_USER_DATA_CUST_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined string attributes that may come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The name of this table is configurable and may differ in your deployment. The table stores high-cardinality data for up to 16 key-value pairs (KVPs) that are associated with interactions. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. The row is populated according to a propagation rule, configurable for each KVP.

Column List

Code	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	
CUSTOM_DATA_1	varchar(255)				
CUSTOM_DATA_2	varchar(255)				
CUSTOM_DATA_3	varchar(255)				
CUSTOM_DATA_4	varchar(255)				
CUSTOM_DATA_5	varchar(255)				
CUSTOM_DATA_6	varchar(255)				
CUSTOM_DATA_7	varchar(255)				
CUSTOM_DATA_8	varchar(255)				
CUSTOM_DATA_9	varchar(255)				
CUSTOM_DATA_10	varchar(255)				
CUSTOM_DATA_11	varchar(255)				
CUSTOM_DATA_12	varchar(255)				
CUSTOM_DATA_13	varchar(255)				
CUSTOM_DATA_14	varchar(255)				
CUSTOM_DATA_15	varchar(255)				
CUSTOM_DATA_16	varchar(255)				

Column INTERACTION_RESOURCE_ID

A reference to an INTERACTION_RESOURCE_FACT record. This is the primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to enable local indexes with partitioning.

Column TENANT_KEY

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

Column CUSTOM_DATA_1 Through CUSTOM_DATA_16

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction.

Index List

Code	U	C	Description
I_IRF_USER_DATA_CUST_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_CUST_1_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
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.

Table IRF_USER_DATA_GEN_1

IRF_USER_DATA_GEN_1 allows interaction facts to be described by Genesys-defined (*predefined*) string attributes that may come attached with interactions. You cannot change the name of this table or the names of the table columns. The table stores high-cardinality data for a set of predefined KVPs that are associated with interactions. (The Revenue and Satisfaction KVPs are also included in this table although the associated attributes are not currently predefined in Genesys Configuration Database.) Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. The row is populated according to a propagation rule, configurable for each KVP.

Column List

Code	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	

Code	Data Type	P	M	F	DV
CASE_ID	varchar(255)				
CUSTOMER_ID	varchar(255)				
SERVICE_OBJECTIVE	varchar(255)				
REVENUE	varchar(255)				
SATISFACTION	varchar(255)				
IPURPOSE	varchar(10)				
GSW_CALL_ATTEMPT_GUID	varchar(50)				

Column INTERACTION_RESOURCE_ID

A reference to an INTERACTION_RESOURCE_FACT record. This is the primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to enable local indexes with partitioning.

Column TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

Column CASE_ID

The case ID, as it appears in an external case management application. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful for repeat-caller analysis.

Column CUSTOMER_ID

The customer ID, as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field's value is propagated from the G_CALL_USERDATA.G_CUSTOMER_ID IDB field. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful to calculate metrics of the "per customer" type.

Column SERVICE_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice interactions, this is measured from the interaction start time to the time that an agent resource or self-service IVR should answer the call. For multimedia, this is the time from the start time of the interaction to the time that an agent resource, or AutoResponse Strategy, should start to handle (accept) the interaction.

Column REVENUE

The amount of revenue generated for a customer interaction.

Column SATISFACTION

The numerical customer-satisfaction score for the customer interaction.

Column IPURPOSE

The flag that indicates how to classify an IVR. A value of 1 (Self-Service) indicates that the IVR is considered to be a handling resource; a value of 0 indicates that the IVR is considered to be a mediation resource. This field's value is ignored for non-IVR parties.

Column GSW_CALL_ATTEMPT_GUID

Stores the GSW_CALL_ATTEMPT_GUID call attempt ID that is assigned by OCS. This value allows ETL to integrate call details with the contact attempt details.

Index List

Code	U	C	Description
I_IRF_USER_DATA_GEN_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_GEN_1_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
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.

Table IRF_USER_DATA_KEYS

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 reference to an IRF record as a foreign key, foreign key columns for the predefined dimensions that are based on user data, and 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.

Column List

Code	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

Column INTERACTION_RESOURCE_ID

A reference to an INTERACTION_RESOURCE_FACT record. This is the primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the corresponding INTERACTION_RESOURCE_FACT record. 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.

Column TENANT_KEY

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

Column 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 interaction resource fact, this key references the default "Unspecified" dimension value.

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

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
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.

Table IXN_RESOURCE_STATE_FACT

Each row in this table describes an interaction-related state of an agent. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as seconds since midnight of January 1, 1970. The place that is associated with the resource state is also included as a dimensional reference.

If an agent handles multiple interactions simultaneously, this table may include facts that happen simultaneously on different interactions, but that are associated with the same agent.

Column List

Code	Data Type	P	M	F	DV
IXN_RESOURCE_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
INTERACTION_RESOURCE_STATE_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
INTERACTION_RESOURCE_ID	numeric(19)			X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
TARGET_ADDRESS	varchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column IXN_RESOURCE_STATE_FACT_KEY

The primary key of this table, generated by Genesys Info Mart.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact ended. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

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

Column MEDIA_TYPE_KEY

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

Column RESOURCE_KEY

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

Column MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an IRF resource such as an agent or IVR port, this key refers to the DN of the agent or IVR port. For a routing point or queue resource (including ACD queue, interaction queue, or workbin), this key holds the same value as RESOURCE_KEY.

Column PLACE_KEY

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

Column INTERACTION_RESOURCE_STATE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column INTERACTION_RESOURCE_ID

The surrogate key that is used to join the interaction resource state fact to the interaction resource fact.

Column START_TS

The UTC-equivalent value of the date and time when the interaction resource state fact began.

Column END_TS

The UTC-equivalent value of the date and time when the interaction resource state fact ended.

Column TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state, irrespective of the interval(s) in which the state endures.

Column LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

Column TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

Column TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION_RESOURCE_STATE.STATE_NAME_CODE field is "INITIATED"; otherwise, this field is null.

Column ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_IRSF_SDT			Improves access time, based on the Start Date Time key.

Index I_IRSF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table MEDIA_TYPE

This table allows facts to be described based on media type, such as voice. Each row describes one media type.

New 3rd Party Media media types can be populated in this dimension manually. It is recommended that online media types be manually inserted into this table prior to their use, so that they are processed and represented properly starting with their first appearance in data. The Genesys Info Mart Server also adds new 3rd Party Media media types to this table as they are encountered, storing them as offline media by default. For media types that are truly online media, the IS_ONLINE value should be changed manually in this case. Refer to the *Genesys Info Mart Deployment Guide* for instructions.

Column List

Code	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	int	X	X		
MEDIA_NAME	varchar(64)		X		
MEDIA_NAME_CODE	varchar(32)		X		
IS_ONLINE	numeric(1)				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column MEDIA_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact and aggregate tables. A value of 1001 and higher, assigned either by Genesys Info Mart or as a result of manual media type population, indicates a 3rd Party Media media type.

Column MEDIA_NAME

The media name. For voice and multimedia, it is one of the following values:

- None
- Voice
- Email
- Chat

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value can change with localization.

Column MEDIA_NAME_CODE

The media name code. For voice and multimedia, it is one of the following values:

- NONE
- VOICE
- EMAIL
- CHAT

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value does not change with localization.

Column IS_ONLINE

Indicates whether a customer is involved into the interaction in real time while an agent is handling the interaction. The value is set to 1 for media types that are associated with online interactions (for example, chat). The value is set to 0 for media types associated with offline interactions (for example, as e-mail). This flag instructs Genesys Info Mart what transformation logic to apply to interactions of this media type.

Note: The value should be confirmed carefully when a new, online 3rd Party Media media type is added to the schema. Genesys Info Mart checks the value of this flag during transformation of the interactions of a

given media type. A subsequent change to this flag's value does not change how the interaction was transformed.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends you to supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

Column UPDATE_AUDIT_KEY

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.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends you to supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

Index List

Code	U	C	Description
I_MEDIA_TP_MCD	X		Improves access time, based on the Media Name.

Index I_MEDIA_TP_MCD

Name	Sort
MEDIA_NAME_CODE	Ascending

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Interaction	Represents interactions from the perspective of a customer experience.
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.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Code	Comment
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table MEDIATION_SEGMENT_FACT

This table describes interaction activity with respect to mediation DNs, including virtual and ACD queues, as well as Genesys eServices/Multimedia interaction queues and workbins. The grain of the fact spans the time from when the interaction enters the mediation DN to when the interaction leaves the mediation DN in one of the following three ways:

o Abandoned in the mediation DN
o Cleared from the mediation DN (for virtual queues only)
o Distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource

For voice, only completed ACD queue and virtual queue activity is populated; for multimedia, both active and completed virtual queue activity is populated.

Note: Availability of active virtual queue data in Genesys Info Mart depends on the vq-write-mode configuration option in Interaction Concentrator.

The mediation segment start and end dates and times are stored as facts in the UTC format.

Column List

Code	Data Type	P	M	F	DV
MEDIATION_SEGMENT_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
INTERACTION_ID	numeric(19)			X	
MEDIA_SERVER_IXN_GUID	varchar(50)				
MEDIATION_GUID	varchar(50)				

Code	Data Type	P	M	F	DV
TARGET_IXN_RESOURCE_ID	numeric(19)			X	
MEDIATION_DURATION	int				
ONLINE_DURATION	int				
SHORT_ABANDONED_FLAG	numeric(1)				
ANSWER_THRESHOLD	int				
MET_THRESHOLD_FLAG	numeric(1)				
ACTIVE_FLAG	numeric(1)				
START_TS	int				
END_TS	int				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column MEDIATION_SEGMENT_ID

The primary key of this table.

Column TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant to which the mediation DN belongs.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction entered the mediation DN. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction left the mediation DN. 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 END_TS timestamp to an appropriate time zone. For an active row that represents a multimedia interaction currently at the mediation DN (where ACTIVE_FLAG=1), this field references the date and time far in the future, so that applications do not have to test for null.

Column INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the interaction's type. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

Column MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value is derived from the Interaction Server

interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

Column TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the result of the mediation segment, such as Abandoned, Cleared, or Diverted.

Column RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to indicate the mediation DN resource.

Column 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 mediation DN resource was a member when the interaction entered the mediation DN. This field references the default "No Group" value if the mediation DN does not belong to a group.

Column INTERACTION_ID

The interaction fact primary key.

Column MEDIA_SERVER_IXN_GUID

The unique interaction ID, as reported by the interaction media server. In the case of voice T-Server, the GUID is the call's UUID. In the case of multimedia, the GUID is either of the following:

o The interaction ID from Interaction Server, in a record that is created for virtual queue
o The call ID of the party that is associated with the mediation DN, in a record that is created for an interaction queue or workbin

Column MEDIATION_GUID

The unique ID that represents the interaction in the virtual queue, as reported by URS through ICON. URS uses this ID to resolve calls that are stuck in a virtual queue. For ACD queue activity (associated with voice interactions), this field contains the party ID for the ACD queue party, as reported by ICON. For interaction queue or workbin activity (associated with multimedia interactions), this field contains the party ID for the interaction queue or workbin party, as reported by ICON.

Column TARGET_IXN_RESOURCE_ID

The interaction resource ID of the target of the distribution from this mediation DN that is used to join this table to the INTERACTION_RESOURCE_FACT table.

Column MEDIATION_DURATION

The time, in seconds, from when the interaction enters the mediation DN to when the interaction is removed, for any reason. This duration excludes any durations that are associated with the interaction after it

has left the mediation DN, but it includes any associated duration while the interaction was stuck in a virtual queue. For an active multimedia interaction that is currently at a mediation DN, this value is 0.

Column ONLINE_DURATION

Part of the MEDIATION_DURATION before the interaction went offline, for Genesys eServices/Multimedia chat and online 3rd Party Media interactions. For voice calls, ONLINE_DURATION and MEDIATION_DURATION are equal. For e-mail messages and offline 3rd Party Media interactions, ONLINE_DURATION equals 0.

Column SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned in the mediation DN within the defined threshold, in which case the value is 1, or abandoned in the mediation DN outside this threshold, in which case the value is 0. The threshold is defined by the q-short-abandoned-threshold-voice configuration option for voice interactions or by the media-specific q-short-abandoned-threshold configuration option for multimedia interactions. If the interaction was not abandoned at all, this value is 0.

Column ANSWER_THRESHOLD

The number of seconds that establishes a threshold for an interaction to be both distributed from the mediation DN and accepted by the target resource. This value is derived from the value of the q-answer-threshold-voice configuration option for voice interactions or the media-specific q-answer-threshold configuration option for multimedia interactions.

Column MET_THRESHOLD_FLAG

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold. If so, the value of this field is 1; otherwise, the value is 0. The threshold is defined by the q-answer-threshold-voice configuration option for voice interactions or by the media-specific q-answer-threshold configuration option for multimedia interactions.

Column ACTIVE_FLAG

Indicates whether the mediation DN segment is currently active: 0 = No, 1 = Yes.

Column START_TS

The UTC-equivalent value of the date and time when the interaction entered the mediation DN.

Column END_TS

The UTC-equivalent value of the date and time when the interaction that left the mediation DN (was diverted, cleared, or abandoned while queued) reached the target resource or was abandoned. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Index List

Code	U	C	Description
I_MSF_SDT			Improves access time, based on the Start Date Time key.

Index I_MSF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table PLACE_GROUP_FACT_

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database. The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Column List

Code	Data Type	P	M	F	DV
PLACE_GROUP_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
PLACE_KEY	int		X	X	
GROUP_KEY	int		X	X	

Code	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
IDB_ID	numeric(19)		X		
DATA_SOURCE_KEY	int		X		
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column PLACE_GROUP_FACT_KEY

The primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the place group was added to the place group in the contact center configuration. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the place was removed from the place group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

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

Column PLACE_KEY

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

Column GROUP_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when the place was added to the place group in the contact center configuration.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column IDB_ID

The identifier of the original IDB record.

Column DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

Column ACTIVE_FLAG

Indicates whether the place is currently a member of the place group: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
PGRP2DTS_FK			Improves access time, based on the Start Date Time key.
PGRP2TNT_FK			Improves access time, based on the Tenant.

Index PGRP2DTS_FK

Name	Sort
START_DATE_TIME_KEY	Ascending

Index PGRP2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Place_Group	Represents the membership of places among place groups.

Table RECORD_FIELD_GROUP_1

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

Column List

Code	Data Type	P	M	F	DV
RECORD_FIELD_GROUP_1_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
RECORD_FIELD_1_STRING_1	varchar(255)				
RECORD_FIELD_1_STRING_2	varchar(255)				
RECORD_FIELD_1_STRING_3	varchar(255)				
RECORD_FIELD_1_STRING_4	varchar(255)				
RECORD_FIELD_1_STRING_5	varchar(255)				
RECORD_FIELD_1_STRING_6	varchar(255)				
RECORD_FIELD_1_STRING_7	varchar(255)				
RECORD_FIELD_1_STRING_8	varchar(255)				
RECORD_FIELD_1_STRING_9	varchar(255)				
RECORD_FIELD_1_STRING_10	varchar(255)				
PURGE_FLAG	numeric(1)				

Column RECORD_FIELD_GROUP_1_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10

The text string value number one through ten, respectively, of a custom record field.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_FIELD_GROUP_2

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

Column List

Code	Data Type	P	M	F	DV
RECORD_FIELD_GROUP_2_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
RECORD_FIELD_2_STRING_1	varchar(255)				
RECORD_FIELD_2_STRING_2	varchar(255)				
RECORD_FIELD_2_STRING_3	varchar(255)				
RECORD_FIELD_2_STRING_4	varchar(255)				
RECORD_FIELD_2_STRING_5	varchar(255)				
RECORD_FIELD_2_STRING_6	varchar(255)				
RECORD_FIELD_2_STRING_7	varchar(255)				
RECORD_FIELD_2_STRING_8	varchar(255)				
RECORD_FIELD_2_STRING_9	varchar(255)				
RECORD_FIELD_2_STRING_10	varchar(255)				
PURGE_FLAG	numeric(1)				

Column RECORD_FIELD_GROUP_2_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10

The text string value number one through ten, respectively, of a custom record field.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_STATUS

RECORD_STATUS allows facts to be described based on attributes of an outbound campaign record status. Each row describes one record status, such as Updated or Canceled.

Column List

Code	Data Type	P	M	F	DV
RECORD_STATUS_KEY	int	X	X		
RECORD_STATUS	varchar(32)				
RECORD_STATUS_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column RECORD_STATUS_KEY

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

Column RECORD_STATUS

The description of the record status. One of the following:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

This value can change with localization.

Column RECORD_STATUS_CODE

The code of the record status description that is stored in the RECORD_STATUS column. One of the following values:

- NO_RECORD_STATUS
- READY
- RETRIEVED
- UPDATED
- STALE
- CANCELLED
- AGENT_ERROR
- CHAIN_UPDATED
- MISSED_CALLBACK
- CHAIN_READY

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_TYPE

RECORD_TYPE allows facts to be described based on attributes of an outbound campaign record type. Each row describes one record type, such as General and PersonalCallback.

Column List

Code	Data Type	P	M	F	DV
RECORD_TYPE_KEY	int	X	X		
RECORD_TYPE	varchar(32)				
RECORD_TYPE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		

Column RECORD_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column RECORD_TYPE

The record type. One of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

This value can change with localization.

Column RECORD_TYPE_CODE

The record type code. One of the following values:

- NO_RECORD_TYPE
- UNKNOWN_RECORDTYPE
- GENERAL
- CAMPAIGN_RESCHEDULED

- PERSONAL_RESCHEDULED
- PERSONAL_CALLBACK
- CAMPAIGN_CALLBACK
- NO_CALL

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table REQUESTED_SKILL

REQUESTED_SKILL allows facts to be described based on a combination of requested skills and minimum skill proficiencies. This multivalue bridge table bridges facts with the SKILL dimension. Each row describes one requested skill (and its minimum proficiency level) among a distinct combination of requested skills. Each distinct combination of skills shares a unique requested skill combination key column. A new set of rows is issued for each distinct combination of skills and skill proficiency levels that are encountered as attached data in the interaction source data.

Column List

Code	Data Type	P	M	F	DV
SKILL_KEY	int		X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_KEY	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SKILL_LEVEL	int				
PURGE_FLAG	numeric(1)				

Column SKILL_KEY

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

Column TENANT_KEY

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

Column SKILL_COMBINATION_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column SKILL_LEVEL

The requested minimum skill level or proficiency.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Interaction	Represents interactions from the perspective of a customer experience.
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.

Table REQUESTED_SKILL_COMBINATION

This table allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

Column List

Code	Data Type	P	M	F	DV
SKILL_COMBINATION_KEY	int		X		
TENANT_KEY	int		X	X	
SKILL_COMBINATION_STRING	varchar(255)		X		
SKILL_COMBINATION_AUX_KEY	varchar(255)				
SKILL_COUNT	smallint		X		
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
PURGE_FLAG	numeric(1)				

Column SKILL_COMBINATION_KEY

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

Column TENANT_KEY

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

Column SKILL_COMBINATION_STRING

A single string representation of all skills and proficiencies that are requested by the interaction.

Column SKILL_COMBINATION_AUX_KEY

This field is internal.

Column SKILL_COUNT

The count of the number of requested skills.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Interaction	Represents interactions from the perspective of a customer experience.
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.

Table RESOURCE_

This table allows facts to be described based on the attributes of the associated resource; routing points, queues, IVR ports and agents are all resources. Each row describes one resource. A new row is issued for each configured DN--such as routing point, queue DN, position, extension, IVR port, and agent--identified by its ID in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points; ACD Queue is considered a Queue. For Genesys eServices/Multimedia, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a script, routing point, queue, or another DN and re-creating it under the same name causes a new row to be issued. Changing agent attributes--such as last name, first name, and employee ID--causes an update to an existing row. Deleting an agent and re-creating it with the same attributes causes a new row to be issued.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL_RESOURCE_ID, SWITCH_NAME, and IVR_NAME columns.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SWITCH_NAME	varchar(255)				
IVR_NAME	varchar(255)				
RESOURCE_TYPE	varchar(255)				
RESOURCE_TYPE_CODE	varchar(32)				
RESOURCE_SUBTYPE	varchar(255)				
RESOURCE_NAME	varchar(255)				
AGENT_FIRST_NAME	varchar(64)				
AGENT_LAST_NAME	varchar(64)				

Code	Data Type	P	M	F	DV
EMPLOYEE_ID	varchar(255)				
EXTERNAL_RESOURCE_ID	varchar(255)				
RESOURCE_CFG_DBID	int				
RESOURCE_CFG_TYPE_ID	int				
RESOURCE_ALIAS	varchar(255)				
NETWORK_RESOURCE_FLAG	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension table to the fact and aggregate tables.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column SWITCH_NAME

The switch name on which the queue, routing point, or IVR port is configured. It provides a natural hierarchy for queues, routing points, or IVR ports that are configured on the same switch.

Column IVR_NAME

The IVR name on which the IVR port is configured. It provides a natural hierarchy for IVR ports that are configured on the same IVR.

Column RESOURCE_TYPE

The resource type. One of the following values:

- Unknown
- Agent
- Queue
- RoutingPoint

- IVRPort
- Other

This value can change with localization.

Column RESOURCE_TYPE_CODE

The code of the resource type. One of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRPORT
- OTHER

This value does not change with localization.

Column RESOURCE_SUBTYPE

The detailed resource type. See Appendix A for a listing of permissible values.

Column RESOURCE_NAME

The resource name, such as any of the following:

o The routing point or queue directory number
o The IVR port number
o The multimedia interaction queue
o The workbin
o The routing strategy name
o The user name of the agent as specified in the Person object's properties in the Configuration Database

Column AGENT_FIRST_NAME

If the resource is an agent, this value is the first name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

Column AGENT_LAST_NAME

If the resource is an agent, this value is the last name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

Column EMPLOYEE_ID

The employee ID of an agent resource, as it appears in the contact center configuration.

Column EXTERNAL_RESOURCE_ID

The employee ID of an agent, as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field is reserved for future use.

Column RESOURCE_CFG_DBID

The database identifier for the routing point, queue, IVR port, or agent object in the contact center configuration.

Column RESOURCE_CFG_TYPE_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR port, or agent object.

Column RESOURCE_ALIAS

Contains the DN's alias, as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

Column NETWORK_RESOURCE_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server: 0 = Premise, 1 = Network.

Column GMT_START_TIME

The GMT-equivalent date and time at which the resource was added to IDB, which can differ from the date and time at which the resource was actually added to contact center configuration.

Column GMT_END_TIME

The GMT-equivalent date and time at which the resource was removed from contact center configuration.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_RES_KEY_CFG_DBID	X		Reserved.
IDX_RES_CFG_DBID	X		Reserved.
IDX_RES_TYPE_CODE			Improves access time, based on the code for the resource type.

Index IDX_RES_CFG_DBID

Name	Sort
RESOURCE CFG DBID	Ascending
RESOURCE CFG TYPE ID	Ascending

Index IDX_RES_TYPE_CODE

Name	Sort
RESOURCE TYPE CODE	Ascending

Index I_RES_KEY_CFG_DBID

Name	Sort
RESOURCE KEY	Ascending
RESOURCE CFG DBID	Ascending
RESOURCE CFG TYPE ID	Ascending

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
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.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Skill	Represents the skill resumes of agent resources.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_GROUP_COMBINATION

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multi-value bridge table bridges facts with the GROUP_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which a resource belongs. Once created, resource group combinations are reused.

Column List

Code	Data Type	P	M	F	DV
GROUP_COMBINATION_KEY	int		X		
GROUP_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that make up the group combination share the same GROUP_COMBINATION_KEY.

Column GROUP_KEY

The surrogate key that is used to join this table to the GROUP_ dimension, to identify one group among the groups that make up the resource group combination.

Column TENANT_KEY

The surrogate key that is used to join records in this table to a specific tenant in the TENANT dimension, to identify to which tenant the groups belong.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
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.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_GROUP_FACT_

Each row in this table describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database. The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_GROUP_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
GROUP_KEY	int		X	X	
RESOURCE_CFG_TYPE_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
IDB_ID	numeric(19)		X		
DATA_SOURCE_KEY	int		X		
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column RESOURCE_GROUP_FACT_KEY

The primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource was added to the resource group in the contact center configuration. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource was removed from the resource group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

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

Column RESOURCE_KEY

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

Column GROUP_KEY

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

Column RESOURCE_CFG_TYPE_ID

This field is internal.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when resource was added to the resource group in the contact center configuration.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column IDB_ID

The identifier of the original IDB record.

Column DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

Column ACTIVE_FLAG

Indicates whether the resource is currently a member of the resource group: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
IDX_RGF_GRP			Improves access time, based on the Group.
IDX_RGF_RES			Improves access time, based on the Resource.
IDX_RGF_ST_ET			Improves access time, based on the End Time.
IDX_RGF_ST_ST			Improves access time, based on the Start Time.
RGRP2TDTS_FK			Improves access time, based on the Start Date Time key.
RGRP2TNT_FK			Improves access time, based on the Tenant.

Index RGRP2TDTS_FK

Name	Sort
START_DATE_TIME_KEY	Ascending

Index RGRP2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index IDX_RGF_GRP

Name	Sort
GROUP KEY	Ascending

Index IDX_RGF_RES

Name	Sort
RESOURCE KEY	Ascending

Index IDX_RGF_ST_ST

Name	Sort
START_TS	Ascending

Index IDX_RGF_ST_ET

Name	Sort
END_TS	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Resource_Group	Represents the membership of contact center resources among resource groups.

Table RESOURCE_SKILL_FACT_

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot that represents the duration of the configured skill and proficiency, which are identified by a unique ID in the configuration database. The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_SKILL_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
SKILL_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
START_TS	int				
END_TS	int				
SKILL_LEVEL	int				
IDB_ID	numeric(19)		X		
DATA_SOURCE_KEY	int		X		
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column RESOURCE_SKILL_FACT_KEY

The primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the skill, at the specified level, was added to the resource in the contact center configuration. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the skill was removed from the resource in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

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

Column RESOURCE_KEY

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

Column SKILL_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when the skill, at the specified level, was added to the resource in the contact center configuration.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column SKILL_LEVEL

The skill level or proficiency.

Column IDB_ID

The identifier of the original IDB record.

Column DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

Column ACTIVE_FLAG

Indicates whether the resource currently has the skill at the specified level: 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
RSKL2DTS_FK			Improves access time, based on the Start Date Time key.
RSKL2TNT_FK			Improves access time, based on the Tenant.

Index RSKL2DTS_FK

Name	Sort
START_DATE_TIME_KEY	Ascending

Index RSKL2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Resource_Skill	Represents the skill resumes of agent resources.

Table RESOURCE_STATE

This resource state dimension contains possible agent states. The states have two levels of granularity: state type and state name. Each state type may include several state names, so that several agent states could be grouped by type. This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_KEY	int	X	X		
STATE_TYPE	varchar(64)				
STATE_TYPE_CODE	varchar(32)				
STATE_NAME	varchar(64)				
STATE_NAME_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

Column STATE_TYPE

The media-neutral resource state. One of the following values:

- Unknown
- Ready
- WorkingReady
- NotReady
- WorkingNotReady

This value can change with localization.

Column STATE_TYPE_CODE

The code for the media-neutral resource state. One of the following values:

- UNKNOWN
- READY
- WORKINGREADY
- NOTREADY
- WORKINGNOTREADY

This value does not change with localization.

Column STATE_NAME

The media-specific or detailed resource state. This value can change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- Unknown
- Busy
- Ready
- NotReady
- AfterCallWork (voice only)
- LoggedOnOnly

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.0:

- WaitForNextCall
- OffHook
- CallDialing
- CallRinging
- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown
- CallConsult
- CallInternal
- CallOutbound
- CallInbound

Column STATE_NAME_CODE

The media-specific or detailed resource state code. This value does not change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- UNKNOWN
- BUSY

- READY
- NOTREADY
- AFTERCALLWORK (voice only)
- LOGGEDONONLY

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.0:

- WAITFORNEXTCALL
- OFFHOOK
- CALLDIALING
- CALLRINGING
- NOTREADYFORNEXTCALL
- AFTERCALLWORK
- CALLONHOLD
- CALLUNKNOWN
- CALLCONSULT
- CALLINTERNAL
- CALLOUTBOUND
- CALLINBOUND

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
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.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE_REASON

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
REASON_TYPE	varchar(64)				
REASON_TYPE_CODE	varchar(32)				
HARDWARE_REASON	varchar(255)				
SOFTWARE_REASON_KEY	varchar(255)				
SOFTWARE_REASON_VALUE	varchar(255)				
WORKMODE	varchar(64)				
WORKMODE_CODE	varchar(32)				
PURGE_FLAG	numeric(1)				

Column RESOURCE_STATE_REASON_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column REASON_TYPE

The type of the reason--either Hardware or Software. This value can change with localization.

Column REASON_TYPE_CODE

The reason type code--either HARDWARE or SOFTWARE. This value does not change with localization.

Column HARDWARE_REASON

The hardware reason.

Column SOFTWARE_REASON_KEY

The key name with which the software reason was attached.

Column SOFTWARE_REASON_VALUE

The value with which the software reason was attached.

Column WORKMODE

The work mode. One of the following values:

- AgentWorkModeUnknown
- AgentManualIn
- AgentAutoIn
- AgentLegalGuard
- AgentAfterCallWork
- AgentAuxWork
- AgentWalkAway
- AgentReturnBack

This value can change with localization.

Column WORKMODE_CODE

The work mode code. One of the following values:

- AGENT_WORK_MODE_UNKNOWN
- AGENT_MANUAL_IN
- AGENT_AUTO_IN
- AGENT_LEGAL_GUARD
- AGENT_AFTER_CALL_WORK
- AGENT_AUX_WORK
- AGENT_WALK_AWAY
- AGENT_RETURN_BACK

This value does not change with localization.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table ROUTING_TARGET

This table allows facts to be described by routing targets that are selected by the router. It enables aggregation, based on the number of times that the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the ROUTING_TARGET_TYPE column for a list of target types. A new row is issued for each distinct routing target that is encountered as attached data in the interaction source data.

Column List

Code	Data Type	P	M	F	DV
ROUTING_TARGET_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
ROUTING_TARGET_TYPE	varchar(64)				
ROUTING_TARGET_TYPE_CODE	varchar(64)				
TARGET_OBJECT_SELECTED	varchar(255)				
AGENT_GROUP_NAME	varchar(255)				
PLACE_GROUP_NAME	varchar(255)				
SKILL_EXPRESSION	varchar(255)				
PURGE_FLAG	numeric(1)				

Column ROUTING_TARGET_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column ROUTING_TARGET_TYPE

The type of routing target. One of the following values:

- Unspecified
- Default
- Agent
- Place
- Agent Group
- Agent Group With Skill Expr
- Skill Expression
- Place Group
- Routing Point
- Queue
- Queue Group
- Regular DN
- Campaign Group
- Destination Label
- Workbin

This value can change with localization.

Column ROUTING_TARGET_TYPE_CODE

The code of the routing target type. One of the following values:

- UNSPECIFIED
- DEFAULT
- AGENT
- PLACE
- AGENT GROUP
- AGENT GROUP WITH SKILL EXPR
- SKILL EXPRESSION
- PLACE GROUP
- ROUTING POINT
- QUEUE
- QUEUE GROUP
- REGULAR DN
- CAMPAIGN GROUP
- DESTINATION LABEL
- WORKBIN

This value does not change with localization.

Column TARGET_OBJECT_SELECTED

The object that is targeted by the Router.

Column AGENT_GROUP_NAME

The agent group that is targeted by the Router.

Column PLACE_GROUP_NAME

The place group that is targeted by the Router.

Column SKILL_EXPRESSION

The skill expression that is used in conjunction with the agent group that is targeted by the Router. The skill expression is formulated by the routing strategy.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
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.

Table SM_RES_STATE_FACT

Each row describes a summarized state of an agent resource, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state.

A summary state represents the contiguous duration that an agent resource is logged in with a particular state for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged in, based on the configured state priority list. For multimedia, there are no DNs, so that the summarized state represents the state of the agent, relative to the media type. Both active and completed resource states are written to this table.

Do Not Disturb is optionally factored into summary states, based on the configuration of the underlying Switch object.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Column List

Code	Data Type	P	M	F	DV
SM_RES_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column SM_RES_STATE_FACT_KEY

The primary key of this table. It is generated by the database.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state ended. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

Column MEDIA_TYPE_KEY

The surrogate key that is used to join records in this table to a specific media type in the MEDIA_TYPE dimension.

Column RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

Column 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 in which the agent was a member when the resource state began.

Column PRIMARY_MEDIA_RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the agent's DN that first transitioned into this summary state. For multimedia, this field references the default "No Resource" dimension value. For deployments in which agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state. It is primarily intended for data-lineage purposes.

Column RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column SM_RES_SESSION_FACT_KEY

The surrogate key that is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the resource's summarized state with the summarized login session.

Column START_TS

The UTC-equivalent value of the date and time when the resource state began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column TOTAL_DURATION

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

Column LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

Column TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

Column ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes. For completed states, this value is 0.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_RSSF_SDT			Improves access time, based on the Start Date Time key.

Index I_RSSF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Summary_Resource_State	Represents agent resource states, summarized to the media type.

Table SM_RES_STATE_REASON_FACT

Each row describes a summarized agent resource state reason and work mode reason, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is logged in with a particular state reason for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. Both active and completed state reasons are taken into consideration. Do Not Disturb is optionally factored into summary state reasons, based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a resource state, the winning summary state reason is the reason that is associated with the state that has the highest priority.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Column List

Code	Data Type	P	M	F	DV
SM_RES_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
SM_RES_STATE_FACT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column SM_RES_STATE_REASON_FACT_KEY

The primary key of this table, generated by the database.

Column TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason ended. 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 END_TS timestamp to an appropriate time zone.

Column RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific state that is associated with this reason.

Column RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE_REASON dimension, to identify the hardware or software reason and work mode that are associated with this summarized state reason.

Column MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type of this state reason.

Column RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify the agent that is associated with this state reason.

Column 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 to which the agent was a member when the resource state reason began.

Column SM_RES_SESSION_FACT_KEY

The surrogate key that is used to join records in this table to the SM_RES_SESSION_FACT dimension, to associate the summarized state reason of the resource with the summarized login session.

Column SM_RES_STATE_FACT_KEY

The surrogate key that is used to join records in this table to the SM_RES_STATE_FACT dimension, to associate the summarized state reason of the resource with the summarized state.

Column START_TS

The UTC-equivalent value of the date and time when the resource state reason began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state for the prescribed reason, irrespective of the interval(s) in which the state-reason combination may endure.

Column LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason to the end of the first interval.

Column TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource reason state.

Column ACTIVE_FLAG

Indicates whether the resource state reason is currently active: 0 = No, 1 = Yes. For completed state reasons, this value is 0.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_RSRF_SDT			Improves access time, based on the Start Date Time key.

Index I_RSRF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table SM_RES_SESSION_FACT

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs and Places that are associated with an agent, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs, Places and/or queues to which the agent resource logs in. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs out of all voice DNs and queues. For multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Both active and completed sessions are populated.

Column List

Code	Data Type	P	M	F	DV
SM_RES_SESSION_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	

Code	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

Column SM_RES_SESSION_FACT_KEY

The primary key of this table. This value is generated by the database.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session began. 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.

Column END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session ended. 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 END_TS timestamp to an appropriate time zone.

Column TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

Column MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify a specific media type.

Column RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the login session.

Column 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 in which the agent was a member when the summarized session began.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column START_TS

The UTC-equivalent value of the date and time when the summarized resource session began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Column TOTAL_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs. If the session is not complete, the duration is calculated from the beginning time of the session until the last extraction.

Column LEAD_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource session, which is measured from the start of the resource session to the end of the first interval.

Column TRAIL_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource session, which is measured from the start of the last interval to the end of the resource session.

Column ACTIVE_FLAG

Indicates whether the resource session is active (not finished): 0 = No, 1 = Yes.

Column PURGE_FLAG

This field is reserved.

Index List

Code	U	C	Description
I_SM_RS_SSSN_SDT			Improves access time, based on the Start Date Time key.

Index I_SM_RS_SSSN_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Subject Areas

Code	Comment
Facts	Represents the relationships between subject area facts.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.

Table STRATEGY

This table allows facts to be described by the associated routing strategy. Each row describes one routing strategy that has operated on an interaction. A new row is issued for each distinct strategy, strategy result, and reason encountered as attached data in the interaction source data.

Column List

Code	Data Type	P	M	F	DV
STRATEGY_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
STRATEGY_TYPE	varchar(255)				
STRATEGY_TYPE_CODE	varchar(32)				
STRATEGY_NAME	varchar(255)				
PURGE_FLAG	numeric(1)				

Column STRATEGY_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column STRATEGY_TYPE

The strategy type. One of the following values:

- Unspecified
- RoutingStrategy

This value can change with localization.

Column STRATEGY_TYPE_CODE

The strategy type code. One of the following values:

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

Column STRATEGY_NAME

The name of the strategy. This field's value is referenced by the user-defined key that has an ID of 10044.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
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.

Table TECHNICAL_DESCRIPTOR

This table allows interaction-based facts to be described by the role of the associated resource and the

technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes.

Column List

Code	Data Type	P	M	F	DV
TECHNICAL_DESCRIPTOR_KEY	int	X	X		
TECHNICAL_RESULT	varchar(255)				
TECHNICAL_RESULT_CODE	varchar(32)				
RESULT_REASON	varchar(255)				
RESULT_REASON_CODE	varchar(32)				
RESOURCE_ROLE	varchar(255)				
RESOURCE_ROLE_CODE	varchar(32)				
ROLE_REASON	varchar(255)				
ROLE_REASON_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Column TECHNICAL_DESCRIPTOR_KEY

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

Column TECHNICAL_RESULT

The technical result of the handling attempt--that is, how the attempt ended. One of the following values:

- Abandoned
- Cleared
- Completed
- Conferenced
- CustomerAbandoned
- DestinationBusy
- Diverted
- None
- OutboundStopped
- Pulled
- Redirected
- Routed
- Transferred
- Unspecified

This value can change with localization.

Column TECHNICAL_RESULT_CODE

The technical result code of the handling attempt--that is, how the attempt ended. One of the following values:

- ABANDONED
- CLEARED
- COMPLETED
- CONFERENCED
- CUSTOMERABANDONED
- DESTINATIONBUSY
- DIVERTED
- NONE
- OUTBOUNDSTOPPED
- PULLED
- REDIRECTED
- ROUTED
- TRANSFERRED
- UNSPECIFIED

This value does not change with localization.

Column RESULT_REASON

The reason for the technical result. One of the following values:

- AbandonedFromHold
- AbandonedWhileQueued
- AbandonedWhileRinging
- AnsweredByAgent
- AnsweredByOther
- DefaultRoutedByStrategy
- DefaultRoutedBySwitch
- PulledBackTimeout
- Redirected
- Rejected
- Revoked
- RoutedFromAnotherVQ
- RoutedToOther
- RouteOnNoAnswer
- Stopped
- StuckCall
- TargetsCleared
- Unspecified

This value can change with localization.

Column RESULT_REASON_CODE

The reason code for the technical result. One of the following values:

- ABANDONEDFROMHOLD
- ABANDONEDWHILEQUEUED
- ABANDONEDWHILERINGING
- ANSWEREDBYAGENT
- ANSWEREDBYOTHER
- DEFAULTROUTEDBYSTRATEGY
- DEFAULTROUTEDBYSWITCH
- PULLEDBACKTIMEOUT
- REDIRECTED
- REJECTED
- REVOKED
- ROUTEDFROMANOTHERVQ
- ROUTEDTOOTHER
- ROUTEONNOANSWER
- STOPPED
- STUCKCALL
- TARGETSCLEARED
- UNSPECIFIED

This value does not change with localization.

Column RESOURCE_ROLE

The role that is played by the resource that is associated with the handling attempt. One of the following values:

- DivertedTo
- InConference
- Initiated
- InitiatedConsult
- Puller
- Received
- ReceivedConsult
- ReceivedRequest
- ReceivedTransfer
- RedirectedTo
- RoutedTo
- Unknown

This value can change with localization.

Column RESOURCE_ROLE_CODE

The code of the role that is played by the resource that is associated with the handling attempt. One of the following values:

- DIVERTEDTO
- INCONFERENCE
- INITIATED
- INITIATEDCONSULT
- PULLER
- RECEIVED
- RECEIVEDCONSULT
- RECEIVEDREQUEST
- RECEIVEDTRANSFER
- REDIRECTEDTO
- ROUTEDTO
- UNKNOWN

This value does not change with localization.

Column ROLE_REASON

The reason for the resource role. One of the following values:

- Unspecified
- ConferenceInitiator
- ConferenceJoined
- PulledBackTimeout

This value can change with localization.

Column ROLE_REASON_CODE

The code of the reason for the resource role. One of the following values:

- UNSPECIFIED
- CONFERENCE_INITIATOR
- CONFERENCE_JOINED
- PULLEDBACKTIMEOUT

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Subject Areas

Code	Comment
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.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table TIME_ZONE

This table allows facts to be described based on attributes of a time zone. Each row describes one time zone, as configured in Configuration Database. Configuration Database includes one instance of a time zone, regardless of whether Daylight Saving Time (DST) is in effect. For this reason, the offset for a given time zone may be different at different points in time.

This table is necessary to describe a contact's time zone in outbound campaigns, because time zones of campaign contacts may differ from the time zones of contact centers.

Column List

Code	Data Type	P	M	F	DV
TIME_ZONE_KEY	int	X	X		
TENANT_KEY	int		X	X	
TIME_ZONE_NAME	varchar(255)				
TIME_ZONE_NAME2	varchar(255)				
DESCRIPTION	varchar(255)				
TIME_ZONE_CFG_DBID	int				
GMT_OFFSET	int				
IS_DST_OBSERVED	numeric(1)				
DST_START_MONTH	int				
DST_STOP_MONTH	int				
DST_START_WEEK	int				
DST_STOP_WEEK	int				
DST_START_DAY	int				
DST_STOP_DAY	int				
DST_START_TIME	int				
DST_STOP_TIME	int				
DST_START_YEAR	int				
DST_STOP_YEAR	int				
START_TS	int				
END_TS	int				

Code	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
PURGE_FLAG	numeric(1)				

Column TIME_ZONE_KEY
The primary key of this table. This value is generated by Genesys Info Mart.

Column TENANT_KEY
The surrogate key that is used to join to the TENANT dimension.

Column TIME_ZONE_NAME
The name of the time zone, as defined in Configuration Database.

Column TIME_ZONE_NAME2
An alternative name for the time zone.

Column DESCRIPTION
The description of the time zone. This field can be updated by users.

Column TIME_ZONE_CFG_DBID
The database identifier (DBID) that is assigned by Configuration Server to the time zone configuration object in this contact center configuration environment.

Column GMT_OFFSET
The time zone offset from UTC, in seconds, when Daylight Saving Time is not in effect.

Column IS_DST_OBSERVED
A flag that indicates whether DST is used.

Column DST_START_MONTH
A number that specifies the month at which DST starts:

1 = January
...
12 = December

When DST is not observed, this value is set to 0.

Column DST_STOP_MONTH

A number that specifies the month at which DST ends:

1 = January
…
12 = December

When DST is not observed, this value is set to 0.

Column DST_START_WEEK

In conjunction with DST_START_MONTH and DST_START_DAY, specifies when DST starts. One of the following values:

0--DST is not observed, or the week is not specified.
1 thru 5--The occurrence of the weekday within the month.
7--The last occurrence of the weekday within the month.

For example:
o If DST_START_MONTH is 4, DST_START_WEEK is 1, and DST_START_DAY is 1, DST starts on the first Sunday in April.
o If DST_START_MONTH is 3, DST_START_WEEK is 7, and DST_START_DAY is 1, DST starts on the last Sunday in March.

Column DST_STOP_WEEK

In conjunction with DST_STOP_MONTH and DST_STOP_DAY, specifies when DST ends. One of the following values:

0--DST is not observed, or the week is not specified.
1 thru 5--The occurrence of the weekday within the month.
7--The last occurrence of the weekday within the month.

For example:
o If DST_STOP_MONTH is 11, DST_STOP_WEEK is 2, and DST_STOP_DAY is 1, DST ends on the second Sunday in November.
o If DST_STOP_MONTH is 10, DST_STOP_WEEK is 7, and DST_STOP_DAY is 1, DST ends on the last Sunday in October.

Column DST_START_DAY

Specifies the weekday on which DST starts, if the week is specified (DST_START_WEEK does not equal 0). One of the following values:

0--DST is not observed.
1--Sunday.
…

7--Saturday.
63--The last day of the month.

Column DST_STOP_DAY

Specifies the weekday on which DST ends, if the week is specified (DST_START_WEEK does not equal 0). One of the following values:

0--DST is not observed.
1--Sunday.
…
7--Saturday.
63--The last day of the month.

Column DST_START_TIME

Specifies the DST start time, in seconds, which is counted from the start of the day on which daylight saving starts.

Column DST_STOP_TIME

Specifies the DST end time, in seconds, which is counted from the start of the day on which daylight saving ends.

Column DST_START_YEAR

Specifies DST start year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicates that DST is not observed or that the year is not specified.

Column DST_STOP_YEAR

Specifies DST stop year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicated that DST is not observed or that the year is not specified.

Column START_TS

The UTC-equivalent value of the date and time when the time zone was added to the contact center configuration.

Column END_TS

The UTC-equivalent value of the date and time when the time zone was removed from the contact center configuration.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column UPDATE_AUDIT_KEY

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.

Column PURGE_FLAG

This field is reserved.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table USER_DATA_CUST_DIM_1

USER_DATA_CUST_DIM_1 is included in the schema document for sample purposes only. Tables such as USER_DATA_CUST_DIM_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined, low-cardinality dimensions, based on data that come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The suffix, which is a configurable part of the table name, can range from 1 to 800 in your deployment. The table stores up to five attributes that are based on KVPs that are associated with interactions and are populated according to configurable propagation rules. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued every time that a new combination of the attributes is encountered in interaction data. A join between this table and IRF is performed through the IRF_USER_DATA_KEYS extension table.

Note: Genesys recommends restricting the maximum length of the fields related to user data KVP in dimensional tables to comply with RDBMS limitations. Refer to Genesys Info Mart Deployment Guide for more information.

Column List

Code	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X		
CREATE_AUDIT_KEY	int		X		
DIM_ATTRIBUTE_1	varchar(170)		X		none
DIM_ATTRIBUTE_2	varchar(170)		X		none

Code	Data Type	P	M	F	DV
DIM_ATTRIBUTE_3	varchar(170)		X		none
DIM_ATTRIBUTE_4	varchar(170)		X		none
DIM_ATTRIBUTE_5	varchar(170)		X		none

Column ID

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

Column TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Column DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5

Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction. Attribute values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

Index List

Code	U	C	Description
I_USER_DATA_CUST_DIM_1	X		Improves access time based, on dimension values and the Tenant key.

Index I_USER_DATA_CUST_DIM_1

Name	Sort
TENANT KEY	Ascending
DIM_ATTRIBUTE_1	Ascending
DIM_ATTRIBUTE_2	Ascending
DIM_ATTRIBUTE_3	Ascending
DIM_ATTRIBUTE_4	Ascending
DIM_ATTRIBUTE_5	Ascending

Subject Areas

Code	Comment
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.

Chapter 4: Info Mart Views

Genesys Info Mart provides the following predefined views for reporting purposes:

- CALLING_LIST
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN
- GROUP_
- GROUP_TO_CAMPAIGN_FACT
- PLACE
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SKILL
- TENANT

The preceding views are described in detail further in this chapter.

In addition to the predefined views, tenant-specific or user-specific views can be added to the schema in either a multi-tenant or single-tenant environment. The purpose of these views is to provide access to data in the Genesys Info Mart fact and dimension tables for users who are working only with the data for a particular unit:

- In a multi-tenant environment, the unit is defined as a tenant in the Genesys configuration of your contact center
- In a single-tenant environment, business responsibilities of users determine their access needs for reporting data.

When the Info Mart database administrator creates these views by using the make_gim_view_for_tenant.sql script, the view names are prepended with the user name of the views for a particular tenant. The same script can be used to create views in a single-tenant environment, to create views for a particular business unit.

The Tenant/User Views database schema contains the following views:

- <View_User>.ATTEMPT_DISPOSITION
- <View_User>.CALLING_LIST_METRIC_FACT
- <View_User>.CALLING_LIST_TO_CAMP_FACT_
- <View_User>.CALL_RESULT
- <View_User>.CAMPAIGN_GROUP_SESSION_FACT
- <View_User>.RECORD_STATUS
- <View_User>.RECORD_TYPE
- <View_User>.REQUESTED_SKILL
- <View_User>.REQUESTED_SKILL_COMBINATION
- <View_User>.RESOURCE_
- <View_User>.RESOURCE_GROUP_COMBINATION

- <View_User>.CAMPAIGN_GROUP_STATE
- <View_User>.CAMPAIGN_GROUP_STATE_FACT
- <View_User>.CONTACT_ATTEMPT_FACT
- <View_User>.CONTACT_INFO_TYPE
- <View_User>.DATE_TIME
- <View_User>.DIALING_MODE
- <View_User>.GROUP_TO_CAMPAIGN_FACT_
- <View_User>.INTERACTION_DESCRIPTOR
- <View_User>.INTERACTION_FACT
- <View_User>.INTERACTION_RESOURCE_FACT
- <View_User>.INTERACTION_RESOURCE_STATE
- <View_User>.INTERACTION_TYPE
- <View_User>.IRF_USER_DATA_GEN_1
- <View_User>.IRF_USER_DATA_KEYS
- <View_User>.IXN_RESOURCE_STATE_FACT
- <View_User>.MEDIATION_SEGMENT_FACT
- <View_User>.MEDIA_TYPE
- <View_User>.PLACE_GROUP_FACT_
- <View_User>.RECORD_FIELD_GROUP_1
- <View_User>.RECORD_FIELD_GROUP_2
- <View_User>.RESOURCE_GROUP_FACT_
- <View_User>.RESOURCE_SKILL_FACT_
- <View_User>.RESOURCE_STATE
- <View_User>.RESOURCE_STATE_REASON
- <View_User>.ROUTING_TARGET
- <View_User>.SM_RES_SESSION_FACT
- <View_User>.SM_RES_STATE_FACT
- <View_User>.SM_RES_STATE_REASON_FACT
- <View_User>.STRATEGY
- <View_User>.TECHNICAL_DESCRIPTOR
- <View_User>.TIME_ZONE
- <View_User>.CALLING_LIST
- <View_User>.CALLING_LIST_TO_CAMP_FACT
- <View_User>.CAMPAIGN
- <View_User>.GROUP_
- <View_User>.GROUP_TO_CAMPAIGN_FACT
- <View_User>.PLACE
- <View_User>.PLACE_GROUP_FACT
- <View_User>.RESOURCE_GROUP_FACT
- <View_User>.RESOURCE_SKILL_FACT
- <View_User>.SKILL
- <View_User>.TENANT

Additionally, views are created for custom user data tables.

The structure of the tenant-specific (user-specific) views is identical to that of their underlying dimension and fact tables. For this reason, subject area diagrams and descriptions for these views are not provided in this schema reference.

View CALLING_LIST

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list.

Column List

Name	Description
CALLING_LIST_KEY	The primary key of this view and the surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join to the TENANT dimension.
CALLING_LIST_NAME	The name of the calling list.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
DESCRIPTION	The description of the calling list.
CALLING_LIST_CFG_DBID	The calling list object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the calling list was removed from contact center configuration.

SQL Query of View CALLING_LIST

```
SELECT
   ID               AS CALLING_LIST_KEY,
   TENANTID         AS TENANT_KEY,
   NAME             AS CALLING_LIST_NAME,
   CREATE_AUDIT_KEY AS CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY AS UPDATE_AUDIT_KEY,
   DESCRIPTION      AS DESCRIPTION,
   ID               AS CALLING_LIST_CFG_DBID,
   CREATED_TS       AS START_TS,
   DELETED_TS       AS END_TS
FROM GIDB_GC_CALLING_LIST
UNION ALL
SELECT
   -1               AS CALLING_LIST_KEY,
   -1               AS TENANT_KEY,
   'UNKNOWN'        AS CALLING_LIST_NAME,
   -1               AS CREATE_AUDIT_KEY,
   -1               AS UPDATE_AUDIT_KEY,
   'UNKNOWN'        AS DESCRIPTION,
   -1               AS CALLING_LIST_CFG_DBID,
   -1               AS START_TS,
```

```
   -1               AS END_TS
FROM dual
UNION ALL
SELECT
   -2               AS CALLING_LIST_KEY,
   -1               AS TENANT_KEY,
   'NO_VALUE'       AS CALLING_LIST_NAME,
   -1               AS CREATE_AUDIT_KEY,
   -1               AS UPDATE_AUDIT_KEY,
   'NO_VALUE'       AS DESCRIPTION,
   -1               AS CALLING_LIST_CFG_DBID,
   -1               AS START_TS,
   -1               AS END_TS
FROM dual
```

View CALLING_LIST_TO_CAMP_FACT

Each row describes the association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between a calling list and a campaign.

Column List

Name	Description
CALLING_LIST_TO_CAMP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_KEY	The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was added to the campaign. 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.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was from the campaign. 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 END_TS timestamp to an appropriate time zone.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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.

Name	Description
UPDATE_AUDIT_KEY	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.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the calling list was associated with the campaign. For an active row, this value represents the duration, in seconds, that the calling list was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the calling list and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

SQL Query of View CALLING_LIST_TO_CAMP_FACT

```
select
   CALLING_LIST_TO_CAMP_FACT_KEY,
   TENANT_KEY,
   CALLING_LIST_KEY,
   CAMPAIGN_KEY,
   START_DATE_TIME_KEY,
   END_DATE_TIME_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   START_TS,
   END_TS,
   (case when ACTIVE_FLAG <> 0     then (select (max(LAST_CFG_EXTRACT_TS) - START_TS)
from CTL_EXTRACT_METRICS)     else END_TS - START_TS end) as TOTAL_DURATION,
   ACTIVE_FLAG,
   PURGE_FLAG
from
   CALLING_LIST_TO_CAMP_FACT_
```

View CAMPAIGN

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign.

Column List

Name	Description
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CAMPAIGN_NAME	The name of the campaign object in Configuration Server.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
DESCRIPTION	The description of the campaign.
CAMPAIGN_CFG_DBID	The campaign object identifier in contact center configuration.
START_TS	The UTC-equivalent value of the date and time when campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the campaign object was removed from contact center configuration.

SQL Query of View CAMPAIGN

```
select
   ID               AS CAMPAIGN_KEY,
   TENANTID         AS TENANT_KEY,
   NAME             AS CAMPAIGN_NAME,
   CREATE_AUDIT_KEY AS CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY AS UPDATE_AUDIT_KEY,
   DESCRIPTION      AS DESCRIPTION,
   ID               AS CAMPAIGN_CFG_DBID,
   CREATED_TS       AS START_TS,
   DELETED_TS       AS END_TS
FROM GIDB_GC_CAMPAIGN
UNION ALL
SELECT
   -1               AS CAMPAIGN_KEY,
   -1               AS TENANT_KEY,
   'UNKNOWN'        AS CAMPAIGN_NAME,
   -1               AS CREATE_AUDIT_KEY,
   -1               AS UPDATE_AUDIT_KEY,
   'UNKNOWN'        AS DESCRIPTION,
   1                AS CAMPAIGN_CFG_DBID,
   1                AS START_TS,
```

```
   1                AS END_TS
FROM dual
UNION ALL
SELECT
   -2               AS CAMPAIGN_KEY,
   -1               AS TENANT_KEY,
   'NO_VALUE'       AS CAMPAIGN_NAME,
   -1               AS CREATE_AUDIT_KEY,
   -1               AS UPDATE_AUDIT_KEY,
   'NO_VALUE'       AS DESCRIPTION,
   1                AS CAMPAIGN_CFG_DBID,
   1                AS START_TS,
   1                AS END_TS
FROM dual
```

View GROUP_

Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups. Routing points, queues, and agents can belong to resource groups. Places can belong to place groups. Each row describes one place group or resource group. A new row is issued for each configured place group and resource group, which is identified by its ID in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and re-creating it under the same name causes a new row to be issued.

Column List

Name	Description
GROUP_KEY	The primary key of this view that is used to join the GROUP_ dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
GROUP_NAME	The group name.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.

Name	Description
GROUP_TYPE	The group type. One of the following values: - Unknown - Agent - Place - Queue - RoutingPoint - Network Port - Service Number - Single Port This value can change with localization.
GROUP_TYPE_CODE	The group type code. One of the following values: - UNKNOWN - AGENT - PLACE - QUEUE - ROUTINGPOINT - NETWORKPORT - SERVICENUMBER - SINGLEPORT This value does not change with localization.
GROUP_CFG_DBID	The group object identifier in the contact center configuration.
GROUP_CFG_TYPE_ID	The contact center configuration integer type that is associated with the DN or agent group object.
START_TS	The UTC-equivalent value of the date and time when group was added to IDB, which may differ from when the group was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when group was removed from contact center configuration.

SQL Query of View GROUP_

```
SELECT
   ID       AS GROUP_KEY,
   TENANTID AS TENANT_KEY,
   NAME     AS GROUP_NAME,
   CREATE_AUDIT_KEY AS CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY AS UPDATE_AUDIT_KEY,
      CASE TYPE
         WHEN 0 THEN 'Unknown'
         WHEN 1 THEN 'Agent'
         WHEN 2 THEN 'Place'
         WHEN 3 THEN
```

```
                  CASE DNGROUPTYPE
                    WHEN 0 THEN 'Unknown'
                    WHEN 1 THEN 'Single Port'
                    WHEN 2 THEN 'Queue'
                    WHEN 3 THEN 'RoutingPoint'
                    WHEN 4 THEN 'Network Port'
                    WHEN 5 THEN 'Service Number'
                    ELSE 'Unknown'
                  END
         ELSE 'Unknown'
      END AS GROUP_TYPE,
      CASE TYPE
         WHEN 0 THEN 'UNKNOWN'
         WHEN 1 THEN 'AGENT'
         WHEN 2 THEN 'PLACE'
         WHEN 3 THEN
                  CASE DNGROUPTYPE
                    WHEN 0 THEN 'UNKNOWN'
                    WHEN 1 THEN 'SINGLEPORT'
                    WHEN 2 THEN 'QUEUE'
                    WHEN 3 THEN 'ROUTINGPOINT'
                    WHEN 4 THEN 'NETWORKPORT'
                    WHEN 5 THEN 'SERVICENUMBER'
                    ELSE 'UNKNOWN'
                  END
         ELSE 'UNKNOWN'
      END AS GROUP_TYPE_CODE,
   ID       AS GROUP_CFG_DBID,
   TYPE     AS GROUP_CFG_TYPE_ID,
   CREATED_TS  AS START_TS,
   DELETED_TS  AS END_TS
FROM GIDB_GC_GROUP
UNION ALL
SELECT
       -1           AS GROUP_KEY,
       -1           AS TENANT_KEY,
       'UNKNOWN'    AS GROUP_NAME,
        -1          AS CREATE_AUDIT_KEY,
        -1          AS UPDATE_AUDIT_KEY,
        'UNKNOWN'   AS GROUP_TYPE,
        'UNKNOWN'   AS GROUP_TYPE_CODE,
        -1          AS GROUP_CFG_DBID,
        -1          AS GROUP_CFG_TYPE_ID,
```

```
        -1          AS START_TS,
        -1          AS END_TS
FROM dual
UNION ALL
SELECT
       -2           AS GROUP_KEY,
       -1           AS TENANT_KEY,
       'No Group'   AS GROUP_NAME,
        -1          AS CREATE_AUDIT_KEY,
        -1          AS UPDATE_AUDIT_KEY,
        'NO_VALUE'  AS GROUP_TYPE,
        'NO_VALUE'  AS GROUP_TYPE_CODE,
        -1          AS GROUP_CFG_DBID,
        -1          AS GROUP_CFG_TYPE_ID,
        -1          AS START_TS,
        -1          AS END_TS
FROM dual
```

View GROUP_TO_CAMPAIGN_FACT

Each row describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between an agent or place group and a campaign.

Column List

Name	Description
GROUP_TO_CAMPAIGN_FACT_KEY	The primary key of this view.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which agent group or place group was added to the campaign in the contact center configuration. 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.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the agent group or place group was removed from the campaign in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.

Name	Description
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
START_TS	The UTC-equivalent value of the date and time when agent group or place group was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the agent group or place group was associated with the campaign. For an active row, this value represents the duration, in seconds, that the agent group or place group was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the agent group or place group and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

SQL Query of View GROUP_TO_CAMPAIGN_FACT

```
select
   GROUP_TO_CAMPAIGN_FACT_KEY,
   GROUP_KEY,
   CAMPAIGN_KEY,
   TENANT_KEY,
   START_DATE_TIME_KEY,
   END_DATE_TIME_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   START_TS,
   END_TS,
   (case when ACTIVE_FLAG <> 0
    then (select (max(LAST_CFG_EXTRACT_TS) - START_TS) from CTL_EXTRACT_METRICS)
    else END_TS - START_TS end) as TOTAL_DURATION,
   ACTIVE_FLAG,
   PURGE_FLAG
from GROUP_TO_CAMPAIGN_FACT_
```

View PLACE

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in the contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and re-creating it under the same name causes a new row to be issued.

Column List

Name	Description
PLACE_KEY	The primary key of this view and the surrogate key that is used to join the PLACE dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join to the TENANT dimension.
PLACE_NAME	The place name.
PLACE_CFG_DBID	The place object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when place object was added to IDB, which may differ from when the place was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when place object was removed from contact center configuration.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.

SQL Query of View PLACE

```
select
   ID as PLACE_KEY,
   TENANTID as TENANT_KEY,
   NAME as PLACE_NAME,
   ID as PLACE_CFG_DBID,
   CREATED_TS as START_TS,
   DELETED_TS as END_TS,
   CREATE_AUDIT_KEY as CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY as UPDATE_AUDIT_KEY
from
   GIDB_GC_PLACE
UNION ALL
select
   -1 as PLACE_KEY,
   -1 as TENANT_KEY,
   'UNKNOWN' as PLACE_NAME,
   -1    as PLACE_CFG_DBID,
```

```
   -1    as START_TS,
   -1    as END_TS,
   -1    as CREATE_AUDIT_KEY,
   -1    as UPDATE_AUDIT_KEY
from
   dual
UNION ALL
select
   -2 as PLACE_KEY,
   -1 as TENANT_KEY,
   'NO_VALUE' as PLACE_NAME,
   -1    as PLACE_CFG_DBID,
   -1    as START_TS,
   -1    as END_TS,
   -1    as CREATE_AUDIT_KEY,
   -1    as UPDATE_AUDIT_KEY
from
   dual
```

View PLACE_GROUP_FACT

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the Configuration Database.

Column List

Name	Description
PLACE_GROUP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
PLACE_KEY	The surrogate key that is used to join the PLACE dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which place was added to the place group in the contact center configuration. 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.

Name	Description
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the place was removed from the place group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
START_TS	The UTC-equivalent value of the date and time when the place was added to the place group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the place was a member of the place group. For an active row, this value represents the duration, in seconds, that the place has been a member of the place group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the place is currently a member of the place group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

SQL Query of View PLACE_GROUP_FACT

```
select
   PLACE_GROUP_FACT_KEY,
   TENANT_KEY,
   PLACE_KEY,
   GROUP_KEY,
   START_DATE_TIME_KEY,
   END_DATE_TIME_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   START_TS,
   END_TS,
   (case when ACTIVE_FLAG <> 0
    then (select (max(LAST_CFG_EXTRACT_TS) - START_TS) from CTL_EXTRACT_METRICS)
    else END_TS - START_TS end) as TOTAL_DURATION,
```

```
   ACTIVE_FLAG,
   PURGE_FLAG
from PLACE_GROUP_FACT_
```

View RESOURCE_GROUP_FACT

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database.

Column List

Name	Description
RESOURCE_GROUP_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was added to the resource group in the contact center configuration. 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.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was removed from the resource group in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
START_TS	The UTC-equivalent value of the date and time when the resource was added to the resource group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

Name	Description
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the resource was a member of the resource group. For an active row, this value represents the duration, in seconds, that the resource has been a member of the resource group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource is currently a member of the resource group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

SQL Query of View RESOURCE_GROUP_FACT

```
select
   RESOURCE_GROUP_FACT_KEY,
   START_DATE_TIME_KEY,
   END_DATE_TIME_KEY,
   TENANT_KEY,
   RESOURCE_KEY,
   GROUP_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   START_TS,
   END_TS,
   (case when ACTIVE_FLAG <> 0
    then (select (max(LAST_CFG_EXTRACT_TS) - START_TS) from CTL_EXTRACT_METRICS)
    else END_TS - START_TS end) as TOTAL_DURATION,
   ACTIVE_FLAG,
   PURGE_FLAG
from RESOURCE_GROUP_FACT_
```

View RESOURCE_SKILL_FACT

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot that represents the duration of the configured skill and proficiency, which are identified by a unique ID in the configuration database.

Column List

Name	Description
RESOURCE_SKILL_FACT_KEY	The primary key of this view.

Name	Description
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was added to the resource in the contact center configuration. 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.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was removed from the resource in the contact center configuration. 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 END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
SKILL_KEY	The surrogate key that is used to join the SKILL dimension to the fact tables.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
START_TS	The UTC-equivalent value of the date and time when the skill, at the specified level, was added to the resource in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the total duration, in seconds, that the resource had the skill at the specified level. For an active row, this field represents the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource currently has the skill at the specified level: 0 = No, 1 = Yes.
SKILL_LEVEL	The skill level or proficiency.
PURGE_FLAG	This field is reserved.

SQL Query of View RESOURCE_SKILL_FACT

```
select
   RESOURCE_SKILL_FACT_KEY,
```

```
   START_DATE_TIME_KEY,
   END_DATE_TIME_KEY,
   TENANT_KEY,
   RESOURCE_KEY,
   SKILL_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   START_TS,
   END_TS,
   (case when ACTIVE_FLAG <> 0
    then (select (max(LAST_CFG_EXTRACT_TS) - START_TS) from CTL_EXTRACT_METRICS)
    else END_TS - START_TS end) as TOTAL_DURATION,
   ACTIVE_FLAG,
   SKILL_LEVEL,
   PURGE_FLAG
from RESOURCE_SKILL_FACT_
```

View SKILL

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and re-creating it under the same name causes a new row to be issued.

Column List

Name	Description
SKILL_KEY	The primary key of this table and the surrogate key that is used to join the SKILL dimension table to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
SKILL_NAME	The skill name.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.
SKILL_CFG_DBID	The skill object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the skill was removed from contact center configuration.

SQL Query of View SKILL

```
select
   ID                AS SKILL_KEY,
   TENANTID          AS TENANT_KEY,
   NAME              AS SKILL_NAME,
   CREATE_AUDIT_KEY AS CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY AS UPDATE_AUDIT_KEY,
   ID                AS SKILL_CFG_DBID,
   CREATED_TS        AS START_TS,
   DELETED_TS        AS END_TS
FROM GIDB_GC_SKILL
UNION ALL
SELECT
   -1                AS SKILL_KEY,
   -1                AS TENANT_KEY,
   'UNKNOWN'         AS SKILL_NAME,
   -1                AS CREATE_AUDIT_KEY,
   -1                AS UPDATE_AUDIT_KEY,
   -1                AS SKILL_CFG_DBID,
   -1                AS START_TS,
   -1                AS END_TS
FROM dual
UNION ALL
SELECT
   -2                AS SKILL_KEY,
   -1                AS TENANT_KEY,
   'NO_VALUE'        AS SKILL_NAME,
   -1                AS CREATE_AUDIT_KEY,
   -1                AS UPDATE_AUDIT_KEY,
   -1                AS SKILL_CFG_DBID,
   -1                AS START_TS,
   -1                AS END_TS
FROM dual
```

View TENANT

Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data. In a single-tenant deployment, the Resources tenant is considered a tenant. In a multi-tenant deployment, the Environment tenant and the configured tenants are considered tenants.

Each row describes one tenant. A new row is issued for each configured tenant, identified by its ID in the contact center configuration. Changing a tenant's name causes an update to the existing row. Deleting a

tenant and re-creating it under the same name causes a new row to be issued.

Column List

Name	Description
TENANT_KEY	The primary key of this view and the surrogate key that is used to join the TENANT dimension to the fact tables.
TENANT_NAME	The tenant name.
TENANT_CFG_DBID	The tenant object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the tenant was removed from contact center configuration.
CREATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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 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.

SQL Query of View TENANT

```
select
   ID as TENANT_KEY,
   NAME as TENANT_NAME,
   ID as TENANT_CFG_DBID,
   CREATED_TS as START_TS,
   DELETED_TS as END_TS,
   CREATE_AUDIT_KEY as CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY as UPDATE_AUDIT_KEY
from
   GIDB_GC_TENANT
UNION ALL
SELECT     - 1 AS TENANT_KEY,
           'UNKNOWN' AS TENANT_NAME,
           - 1  AS TENANT_CFG_DBID,
           -1   AS START_TS,
           -1   AS END_TS,
           -1   AS CREATE_AUDIT_KEY,
           -1   AS UPDATE_AUDIT_KEY
FROM dual
UNION ALL
SELECT     - 2 AS TENANT_KEY,
```

```
            'NO_VALUE' AS TENANT_NAME,
            - 1  AS TENANT_CFG_DBID,
            -1   AS START_TS,
            -1   AS END_TS,
            -1   AS CREATE_AUDIT_KEY,
            -1   AS UPDATE_AUDIT_KEY
FROM dual
```

Chapter 5: Reference List

Child Table/View	Parent Table/View	Parent Table/View Columns
CALLING_LIST_METRIC_FACT	CALLING_LIST	CALLING_LIST_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN	CAMPAIGN_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN_GROUP_ SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CALLING_LIST_METRIC_FACT	DATE_TIME	START_DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	TENANT	TENANT_KEY
CALLING_LIST	TENANT	TENANT_KEY
CALLING_LIST_TO_CAMP_FACT_	CALLING_LIST	CALLING_LIST_KEY
CALLING_LIST_TO_CAMP_FACT_	CAMPAIGN	CAMPAIGN_KEY
CALLING_LIST_TO_CAMP_FACT_	DATE_TIME	END_DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT_	DATE_TIME	START_DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT_	TENANT	TENANT_KEY
CAMPAIGN_GROUP_SESSION_FACT	CAMPAIGN	CAMPAIGN_KEY
CAMPAIGN_GROUP_SESSION_FACT	DATE_TIME	END_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	DATE_TIME	START_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	GROUP_	GROUP_KEY
CAMPAIGN_GROUP_SESSION_FACT	TENANT	TENANT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN	CAMPAIGN_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_ SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY
CAMPAIGN_GROUP_STATE_FACT	DATE_TIME	END_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	DATE_TIME	START_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	GROUP_	GROUP_KEY
CAMPAIGN_GROUP_STATE_FACT	TENANT	TENANT_KEY
CAMPAIGN	TENANT	TENANT_KEY
CONTACT_ATTEMPT_FACT	ATTEMPT_DISPOSITION	ATTEMPT_DISPOSITION_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT	CPD_RESULT_KEY
CONTACT_ATTEMPT_FACT	CALLING_LIST	CALLING_LIST_KEY

Child Table/View	Parent Table/View	Parent Table/View Columns
CONTACT_ATTEMPT_FACT	CAMPAIGN	CAMPAIGN_KEY
CONTACT_ATTEMPT_FACT	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CONTACT_ATTEMPT_FACT	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY
CONTACT_ATTEMPT_FACT	DATE_TIME	END_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DATE_TIME	START_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DIALING_MODE	DIALING_MODE_KEY
CONTACT_ATTEMPT_FACT	GROUP_	GROUP_KEY
CONTACT_ATTEMPT_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
CONTACT_ATTEMPT_FACT	PLACE	PLACE_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1	GROUP_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY
CONTACT_ATTEMPT_FACT	RECORD_STATUS	RECORD_STATUS_KEY
CONTACT_ATTEMPT_FACT	RECORD_TYPE	RECORD_TYPE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_	RESOURCE_KEY
CONTACT_ATTEMPT_FACT	TENANT	TENANT_KEY
CONTACT_ATTEMPT_FACT	TIME_ZONE	TIME_ZONE_KEY
GROUP_	TENANT	TENANT_KEY
GROUP_TO_CAMPAIGN_FACT_	CAMPAIGN	CAMPAIGN_KEY
GROUP_TO_CAMPAIGN_FACT_	DATE_TIME	END_DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT_	DATE_TIME	START_DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT_	GROUP_	GROUP_KEY
GROUP_TO_CAMPAIGN_FACT_	TENANT	TENANT_KEY
INTERACTION_DESCRIPTOR	TENANT	TENANT_KEY
INTERACTION_FACT	DATE_TIME	START_DATE_TIME_KEY
INTERACTION_FACT	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_FACT	TENANT	TENANT_KEY
INTERACTION_RESOURCE_FACT	DATE_TIME	END_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	DATE_TIME	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_FACT	INTERACTION_ID
INTERACTION_RESOURCE_FACT	INTERACTION_TYPE	INTERACTION_TYPE_KEY

Child Table/View	Parent Table/View	Parent Table/View Columns
INTERACTION_RESOURCE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_RESOURCE_FACT	PLACE	PLACE_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL	REQUESTED_SKILL_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL_ COMBINATION	REQUESTED_SKILL_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	LAST_IVR_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	LAST_QUEUE_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	LAST_RP_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	MEDIA_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	MEDIATION_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ KEY
INTERACTION_RESOURCE_FACT	RESOURCE_STATE	RES_PREVIOUS_SM_STATE_KEY
INTERACTION_RESOURCE_FACT	ROUTING_TARGET	ROUTING_TARGET_KEY
INTERACTION_RESOURCE_FACT	SM_RES_STATE_FACT	RES_PREVIOUS_SM_STATE_FACT_ KEY
INTERACTION_RESOURCE_FACT	STRATEGY	STRATEGY_KEY
INTERACTION_RESOURCE_FACT	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
INTERACTION_RESOURCE_FACT	TENANT	TENANT_KEY
IRF_USER_DATA_CUST_1	DATE_TIME	START_DATE_TIME_KEY
IRF_USER_DATA_CUST_1	INTERACTION_RESOURCE_ FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_CUST_1	TENANT	TENANT_KEY
IRF_USER_DATA_GEN_1	DATE_TIME	START_DATE_TIME_KEY
IRF_USER_DATA_GEN_1	INTERACTION_RESOURCE_ FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_GEN_1	TENANT	TENANT_KEY
IRF_USER_DATA_KEYS	DATE_TIME	START_DATE_TIME_KEY
IRF_USER_DATA_KEYS	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY
IRF_USER_DATA_KEYS	INTERACTION_RESOURCE_ FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_KEYS	TENANT	TENANT_KEY
IXN_RESOURCE_STATE_FACT	DATE_TIME	END_DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	DATE_TIME	START_DATE_TIME_KEY

Child Table/View	Parent Table/View	Parent Table/View Columns
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_STATE	INTERACTION_RESOURCE_STATE_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
IXN_RESOURCE_STATE_FACT	PLACE	PLACE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_	MEDIA_RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	TENANT	TENANT_KEY
MEDIATION_SEGMENT_FACT	DATE_TIME	END_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	DATE_TIME	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_FACT	INTERACTION_ID
MEDIATION_SEGMENT_FACT	INTERACTION_RESOURCE_FACT	TARGET_IXN_RESOURCE_ID
MEDIATION_SEGMENT_FACT	INTERACTION_TYPE	INTERACTION_TYPE_KEY
MEDIATION_SEGMENT_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_	RESOURCE_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
MEDIATION_SEGMENT_FACT	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
MEDIATION_SEGMENT_FACT	TENANT	TENANT_KEY
PLACE_GROUP_FACT_	DATE_TIME	END_DATE_TIME_KEY
PLACE_GROUP_FACT_	DATE_TIME	START_DATE_TIME_KEY
PLACE_GROUP_FACT_	GROUP_	GROUP_KEY
PLACE_GROUP_FACT_	PLACE	PLACE_KEY
PLACE_GROUP_FACT_	TENANT	TENANT_KEY
PLACE	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_1	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_2	TENANT	TENANT_KEY
REQUESTED_SKILL	SKILL	SKILL_KEY
REQUESTED_SKILL	TENANT	TENANT_KEY
REQUESTED_SKILL_COMBINATION	TENANT	TENANT_KEY
RESOURCE_	TENANT	TENANT_KEY
RESOURCE_GROUP_COMBINATION	GROUP_	GROUP_KEY

Child Table/View	Parent Table/View	Parent Table/View Columns
RESOURCE_GROUP_COMBINATION	TENANT	TENANT_KEY
RESOURCE_GROUP_FACT_	DATE_TIME	END_DATE_TIME_KEY
RESOURCE_GROUP_FACT_	DATE_TIME	START_DATE_TIME_KEY
RESOURCE_GROUP_FACT_	GROUP_	GROUP_KEY
RESOURCE_GROUP_FACT_	RESOURCE_	RESOURCE_KEY
RESOURCE_GROUP_FACT_	TENANT	TENANT_KEY
RESOURCE_SKILL_FACT_	DATE_TIME	END_DATE_TIME_KEY
RESOURCE_SKILL_FACT_	DATE_TIME	START_DATE_TIME_KEY
RESOURCE_SKILL_FACT_	RESOURCE_	RESOURCE_KEY
RESOURCE_SKILL_FACT_	SKILL	SKILL_KEY
RESOURCE_SKILL_FACT_	TENANT	TENANT_KEY
RESOURCE_STATE_REASON	TENANT	TENANT_KEY
ROUTING_TARGET	TENANT	TENANT_KEY
SKILL	TENANT	TENANT_KEY
SM_RES_SESSION_FACT	DATE_TIME	END_DATE_TIME_KEY
SM_RES_SESSION_FACT	DATE_TIME	START_DATE_TIME_KEY
SM_RES_SESSION_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_SESSION_FACT	RESOURCE_	RESOURCE_KEY
SM_RES_SESSION_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ KEY
SM_RES_SESSION_FACT	TENANT	TENANT_KEY
SM_RES_STATE_FACT	DATE_TIME	END_DATE_TIME_KEY
SM_RES_STATE_FACT	DATE_TIME	START_DATE_TIME_KEY
SM_RES_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_FACT	RESOURCE_	PRIMARY_MEDIA_RESOURCE_KEY
SM_RES_STATE_FACT	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ KEY
SM_RES_STATE_FACT	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_FACT	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_FACT	TENANT	TENANT_KEY
SM_RES_STATE_REASON_FACT	DATE_TIME	END_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	DATE_TIME	START_DATE_TIME_KEY

Child Table/View	Parent Table/View	Parent Table/View Columns
SM_RES_STATE_REASON_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_ REASON	RESOURCE_STATE_REASON_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
SM_RES_STATE_REASON_FACT	TENANT	TENANT_KEY
STRATEGY	TENANT	TENANT_KEY
TIME_ZONE	TENANT	TENANT_KEY

Chapter 6: Info Mart Indexes

This chapter provides a comprehensive list of indexes created in a non-partitioned database. Certain indexes, such as those required for purging, will not be created in the schema during database initialization because they are not applicable to a partitioned database. Thus, the number of indexes would be smaller in a partitioned database where purging is based on partitions.

Table	Index Name	U	Description
CALLING_LIST_TO_CAMP_FACT_	CLCM2TDTS_FK		Improves access time, based on the Start Date Time key.
CALLING_LIST_TO_CAMP_FACT_	CLCM2TNT_FK		Improves access time, based on the Tenant.
GROUP_TO_CAMPAIGN_FACT_	GPCM2DTS_FK		Improves access time, based on the Start Date Time key.
GROUP_TO_CAMPAIGN_FACT_	GPCM2TNT_FK		Improves access time, based on the Tenant.
CONTACT_ATTEMPT_FACT	I_CAF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CONTACT_ATTEMPT_FACT	I_CAF_CID		Improves access time, based on the Call ID.
CONTACT_ATTEMPT_FACT	I_CAF_SDT		Improves access time, based on the Start Date Time key.
CONTACT_ATTEMPT_FACT	I_CAF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSEF_DT		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSEF_SID	X	Improves access time, based on the Session ID key.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSEF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_STD		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_TNT		Improves access time, based on the Tenant.
CALLING_LIST_METRIC_FACT	I_CLMF_SDT		Improves access time, based on the Start Date Time key.
CALLING_LIST_METRIC_FACT	I_CLMF_TNT		Improves access time, based on the Tenant.
INTERACTION_FACT	I_IF_CID		Improves access time, based on the Call ID.
INTERACTION_FACT	I_IF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_DESCRIPTOR	I_INTERACTION_DESCRIPTOR	X	Improves access time based on dimension values and Tenant key.

Table	Index Name	U	Description
INTERACTION_RESOURCE_FACT	I_IRF_PT_GUID		Reserved.
INTERACTION_RESOURCE_FACT	I_IRF_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_CUST_1	I_IRF_USER_DATA _CUST_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_GEN_1	I_IRF_USER_DATA _GEN_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_KEYS	I_IRF_USER_DATA _KEYS_SDT		Improves access time, based on the Start Date Time key.
IXN_RESOURCE_STATE_FACT	I_IRSF_SDT		Improves access time, based on the Start Date Time key.
MEDIA_TYPE	I_MEDIA_TP_MCD	X	Improves access time, based on the Media Name.
MEDIATION_SEGMENT_FACT	I_MSF_SDT		Improves access time, based on the Start Date Time key.
RESOURCE_	I_RES_KEY_CFG_DBID	X	Reserved.
SM_RES_STATE_REASON_FACT	I_RSRF_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_SDT		Improves access time, based on the Start Date Time key.
SM_RES_SESSION_FACT	I_SM_RS_SSSN_SDT		Improves access time, based on the Start Date Time key.
USER_DATA_CUST_DIM_1	I_USER_DATA_CUST _DIM_1	X	Improves access time based, on dimension values and the Tenant key.
DATE_TIME	IDX_DT_30		Improves access time, based on a 30-minute key.
DATE_TIME	IDX_DT_30_INT		Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
DATE_TIME	IDX_DT_CAL_DATE		Improves access time, based on the calendar date.
DATE_TIME	IDX_DT_DAY_INT		Improves access time, based on the day key, the next day key, and the primary key.
DATE_TIME	IDX_DT_HOUR_INT		Improves access time, based on the hour key, the next hour key, and the primary key.
DATE_TIME	IDX_DT_MONTH_INT		Improves access time, based on the month key, the next month key, and the primary key.
DATE_TIME	IDX_DT_NEXT		Improves access time, based on the key of the next record.
DATE_TIME	IDX_DT_NEXT30		Improves access time, based on the next 30-minute key.
RESOURCE_	IDX_RES_CFG_DBID	X	Reserved.
RESOURCE_	IDX_RES_TYPE_CODE		Improves access time, based on the code for the resource type.

Table	Index Name	U	Description
RESOURCE_GROUP_FACT_	IDX_RGF_GRP		Improves access time, based on the Group.
RESOURCE_GROUP_FACT_	IDX_RGF_RES		Improves access time, based on the Resource.
RESOURCE_GROUP_FACT_	IDX_RGF_ST_ET		Improves access time, based on the End Time.
RESOURCE_GROUP_FACT_	IDX_RGF_ST_ST		Improves access time, based on the Start Time.
PLACE_GROUP_FACT_	PGRP2DTS_FK		Improves access time, based on the Start Date Time key.
PLACE_GROUP_FACT_	PGRP2TNT_FK		Improves access time, based on the Tenant.
RESOURCE_GROUP_FACT_	RGRP2TDTS_FK		Improves access time, based on the Start Date Time key.
RESOURCE_GROUP_FACT_	RGRP2TNT_FK		Improves access time, based on the Tenant.
RESOURCE_SKILL_FACT_	RSKL2DTS_FK		Improves access time, based on the Start Date Time key.
RESOURCE_SKILL_FACT_	RSKL2TNT_FK		Improves access time, based on the Tenant.

Appendix A

This appendix lists the permissible values for three columns of the CALL_RESULT and RESOURCE_ tables.

CALL_RESULT. CALL_RESULT	CALL_RESULT. CALL_RESULT_CODE	RESOURCE_. RESOURCE_SUBTYPE
None	NONE	Unknown|Unknown
Abandoned	ABANDONED	Agent|Agent
Agent CallBack Error	AGENT_CALLBACK_ERROR	Queue|ACDQueue
All Trunks Busy	ALL_TRUNKS_BUSY	Queue|VirtualQueue
Answer	ANSWER	Queue|InteractionQueue
Answering Machine Detected	ANSWERING_MACHINE_DETECTED	Queue|InteractionWorkBin
Bridge	BRIDGE	RoutingPoint|RoutingPoint
Busy	BUSY	RoutingPoint|VirtualRoutingPoint
Call Drop Error	CALL_DROP_ERROR	RoutingPoint|ExternalRoutingPoint
Cancel Record	CANCEL_RECORD	RoutingPoint|ServiceNumber
Cleared	CLEARED	RoutingPoint|RoutingQueue
Conferenced	CONFERENCED	RoutingPoint|RoutingStrategy
Consult	CONSULT	IVRApplication|UnknownDNType
Converse-On	CONVERSE_ON	IVRApplication|Extension
Covered	COVERED	IVRApplication|ACDPosition
Deafened	DEAFENED	IVRApplication|VoiceTreatmentPort
Dial Error	DIAL_ERROR	IVRApplication|VoiceMail
Do Not Call	DO_NOT_CALL	IVRApplication|MobileStation
Dropped	DROPPED	IVRApplication|CallProcessingPort
Dropped On No Answer	DROPPED_ON_NO_ANSWER	IVRApplication|FAX
Fax Detected	FAX_DETECTED	IVRApplication|Modem
Forwarded	FORWARDED	IVRApplication|MusicPort
General Error	GENERAL_ERROR	IVRApplication|Trunk
Group CallBack Error	GROUP_CALLBACK_ERROR	IVRApplication|TrunkGroup
Held	HELD	IVRApplication|TieLine
No Answer	NO_ANSWER	IVRApplication|TieLineGroup
No Dial Tone	NO_DIAL_TONE	IVRApplication|Mixed
No Established Detected	NO_ESTABLISHED_DETECTED	IVRApplication|NetworkDestination
No Port Available	NO_PORT_AVAILABLE	IVRApplication|ServiceNumber
No Progress	NO_PROGRESS	IVRApplication|CommunicationDN
No RingBack Tone	NO_RINGBACK_TONE	IVRApplication|E-mailAddress
NU Tone	NU_TONE	IVRApplication|VoiceOverIPPort
Ok	OK	IVRApplication|VideoOverIPPort
Overflowed	OVERFLOWED	IVRApplication|Chat
Pager Detected	PAGER_DETECTED	IVRApplication|CoBrowse
Picked	PICKED	IVRApplication|VoiceOverIPService
Queue Full	QUEUE_FULL	IVRApplication|Workflow
Redirected	REDIRECTED	IVRApplication|AccessResource
Remote Release	REMOTE_RELEASE	VoiceMail
Silence	SILENCE	MobileStation
SIT Detected	SIT_DETECTED	CallProcessing Port
SIT IC (Intercept)	SIT_IC	FAX
SIT Invalid Number	SIT_INVALID_NUMBER	Modem
SIT NC (No Circuit)	SIT_NC	MusicPort
SIT RO (Reorder)	SIT_RO	Trunk
SIT Unknown Call State	SIT_UNKNOWN_CALL_STATE	TrunkGroup
SIT VC (Vacant Code)	SIT_VC	TieLine
Stale	STALE	TieLineGroup
Switch Error	SWITCH_ERROR	Mixed
System Error	SYSTEM_ERROR	Network
Transfer Error	TRANSFER_ERROR	Destination
Transferred	TRANSFERRED	ServiceNumber
Unknown Call Result	UNKNOWN_CALL_RESULT	CommunicationDN
Wrong Number	WRONG_NUMBER	E-mailAddress
Wrong Party	WRONG_PARTY	VoiceOverIPPort
		VideoOverIPPort

RESOURCE. RESOURCE_SUBTYPE (Continued)
Chat
CoBrowse
VoiceOverIP
Service
Workflow
AccessResource

Appendix B

This appendix covers the service tables and administrative views—the areas of the Genesys Info Mart database schema that relate to the operational data, instead of to the reporting data. Use these tables and views to:

- Trace data processing immediately after the initial deployment or during administration of Genesys Info Mart.
- Configure mapping for user data processing during the initial deployment or when user-data storage requirements change.

Table CTL_AUDIT_LOG

Allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

Column List

Code	Data Type	P	M	F	DV
AUDIT_KEY	numeric(19)	X	X		
JOB_ID	varchar(64)		X		
CREATED	datetime		X		
INSERTED	datetime				
PROCESSING_STATUS_KEY	int		X		
MIN_START_DATE_TIME_KEY	int				
MAX_START_DATE_TIME_KEY	int				
MAX_CHUNK_TS	int				
DATA_SOURCE_KEY	int				
ROW_COUNT	int				

Column AUDIT_KEY

The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.

Column JOB_ID

ID that uniquely identifies the execution instance of the job.

Column CREATED

The date of row creation.

Column INSERTED

The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.

Column PROCESSING_STATUS_KEY

Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.

Column MIN_START_DATE_TIME_KEY

The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify partition(s) in which data was inserted or updated.

Column MAX_START_DATE_TIME_KEY

The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify partition(s) in which data was inserted or updated.

Column MAX_CHUNK_TS

The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.

Column DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

Column ROW_COUNT

The number of records that are marked with this audit key.

Index List

Code	U	C	Description
IDX_CTL_AL_PS			Improves access time, based on the processing status.

Index IDX_CTL_AL_PS

Name	Sort
PROCESSING_STATUS_KEY	Ascending

Table CTL_EXTRACT_HISTORY

This table contains information about the last attempted and last successful incremental extraction. The UTC-equivalent value of the date and time and/or a sequence number are provided for the data source table

that was used in the last extract attempt. Data source information covers such details as the IDB from which the data was extracted, the ICON instance that populated the IDB, and the application that was the original source of data (T-Server, Outbound Contact Server, and so forth).

Column List

Code	Data Type	P	M	F	DV
TABLE_NAME	varchar(255)		X		
DATA_SOURCE_KEY	int		X		
DATA_SOURCE_TYPE	int				
ROW_COUNT	int				
MAX_TIME	datetime				
MAX_TS	int				
ICON_DBID	int		X		0
DSS_ID	int				
PROVIDERTAG	int				
EXTRACT_START_TIME	datetime				
EXTRACT_END_TIME	datetime				
JOB_ID	varchar(64)		X		
JOB_NAME	varchar(32)				
JOB_VERSION	varchar(64)				
DAP_NAME	varchar(255)				
CREATE_AUDIT_KEY	int		X		

Column TABLE_NAME

The name of the IDB table from which data was extracted.

Column DATA_SOURCE_KEY

The surrogate key that is used to join this table to the CTL_DS table.

Column DATA_SOURCE_TYPE

The type of the data source server as reported by ICON. One of the following values:

1--T-Server
2--Interaction Server
3--OCS Server
4--Configuration Server

Column ROW_COUNT

The number of records that are extracted in a given extraction cycle.

Column MAX_TIME

The date and time, in the Genesys Info Mart server time zone, that represent the highest timestamp value for the records that are extracted in a given extraction cycle.

Column MAX_TS

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are extracted in a given extraction cycle.

Column ICON_DBID

ID that uniquely identifies the ICON application instance. The value is the same as the one that ICON provided in the IDB.

Column DSS_ID

The data source session identifier that is used in a given extraction cycle.

Column PROVIDERTAG

The ID of the ICON provider class, such as 5 for the configuration information provider (cfg). This field is reserved.

Column EXTRACT_START_TIME

Provides the UTC value of the timestamp for when the extraction job started.

Column EXTRACT_END_TIME

Provides the UTC value of the timestamp for when the extraction job finished.

Column JOB_ID

ID that uniquely identifies the execution instance of the job.

Column JOB_NAME

The name of the job that extracted data--for example, Job_ExtractICON.

Column JOB_VERSION

The version of the job that extracted data--for example, 8.0.000.10.

Column DAP_NAME

The name of the Database Access Point (DAP) through which data was extracted.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. 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_C_EXTRACT_H_CTS			

Index I_C_EXTRACT_H_CTS

Name	Sort
EXTRACT_START_TIME	Ascending

Table CTL_TRANSFORM_HISTORY

This table provides information about the execution history of Job_TransformGIM.

Column List

Code	Data Type	P	M	F	DV
JOB_ID	VARCHAR(64)		X		
JOB_VERSION	VARCHAR(64)				
HWM_NAME	VARCHAR(255)				
HWM_VALUE	numeric(19)		X		
TRANSFORM_START_TIME	datetime				
TRANSFORM_END_TIME	datetime				
ROW_COUNT	int				

Column JOB_ID

ID that uniquely identifies the execution instance of the job.

Column JOB_VERSION

The version of Job_TransformGIM--for example, 8.0.000.10.

Column HWM_NAME

The name of the table from which data was taken for transformation.

Column HWM_VALUE

Provides the highest value of the AUDIT_KEY field for the records that are processed in a given transformation cycle.

Column TRANSFORM_START_TIME

Provides the UTC value of the timestamp for when the transformation job started.

Column TRANSFORM_END_TIME

Provides the UTC value of the timestamp for when the transformation job finished.

Column ROW_COUNT

Provides the number of records that are processed in a given transformation cycle.

Table CTL_UD_TO_UDE_MAPPING

This table captures storage configuration for user data KVPs. The table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping for a given user-data KVP to one table and a column within that table.

Column List

Code	Data Type	P	M	F	DV
ID	int	X	X		
UD_KEY_NAME	varchar(255)		X		
UDE_TABLE_NAME	varchar(30)		X		
UDE_COLUMN_NAME	varchar(30)		X		
PROPAGATION_RULE	varchar(16)		X		
DEFAULT_VALUE	varchar(255)				
ACTIVE_FLAG	numeric(1)		X		

Column ID

The primary key of this table.

Column UD_KEY_NAME

The key name of the user data KVP that is to be stored in the Info Mart database.

Column UDE_TABLE_NAME

The name of the fact or dimension table that stores user data that is associated with this key.

Column UDE_COLUMN_NAME

The name of the column in the fact or dimension table that stores user data that is associated with this key.

Column PROPAGATION_RULE

This field defines how data that uses the same key name is propagated. Possible values are:

o CALL--Store the latest KVP value that is associated with the call.
o PARTY--Store the latest KVP value that is changed (added/updated/deleted) by a party of the call.
o IRF--Store the latest KVP value that is associated with the call during the fact duration.

Column DEFAULT_VALUE

The default value that Genesys Info Mart must store when a KVP that uses this key name is missing.

Column ACTIVE_FLAG

Indicates whether this mapping is currently active: 0 = No, 1 = Yes.

Index List

Code	U	C	Description
I_C_UD_TARGET	X		A constraint that enforces unique mapping for each column in each target user-data table.
I_C_UD_TO_UDE_KN			Improves access time, based on user-data key name for mapping that is currently active.

Index I_C_UD_TARGET

Name	Sort
UDE_TABLE_NAME	Ascending
UDE_COLUMN_NAME	Ascending

Index I_C_UD_TO_UDE_KN

Name	Sort
UD_KEY_NAME	Ascending
ACTIVE_FLAG	Ascending

Table CTL_UDE_KEYS_TO_DIM_MAPPING

This table provides information for mapping user-data KVPs that are stored as dimensions to facts that are stored in the INTERACTION_RESOURCE_FACT table. The mapping table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping between the primary key of a dimension table and a foreign key in the IRF_USER_DATA_KEYS table.

Column List

Code	Data Type	P	M	F	DV
DIM_TABLE_NAME	varchar(30)	X	X		
DIM_TABLE_PK_NAME	varchar(30)		X		
UDE_KEY_NAME	varchar(30)		X		

Column DIM_TABLE_NAME
The name of the dimension table that stores user data.

Column DIM_TABLE_PK_NAME
The name of the primary key column in the dimension table that stores user data.

Column UDE_KEY_NAME
The name of the foreign key column in the IRF_USER_DATA_KEYS table.

Index List

Code	U	C	Description
I_UDE_KEYS_TO_D_M_KN	X		A constraint that enforces unique mapping for each user-data dimension table.

Index I_UDE_KEYS_TO_D_M_KN

Name	Sort
UDE_KEY_NAME	Ascending

View ADMIN_AUDIT_LOG

This administrative view provides access to the data stored in the CTL_AUDIT_LOG table, which allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

The columns in this view are identical to those in the underlying table. Refer to the CTL_AUDIT_LOG table for column descriptions.

SQL Query of View ADMIN_AUDIT_LOG

```
select * from CTL_AUDIT_LOG
```

View ADMIN_ETL_JOB_HISTORY

This view provides information about the execution of each ETL job. A row is added to this view after each ETL job completes. Currently running ETL jobs do not appear in this view. Rows in this view are written once and are not updated.

Column List

Name	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.0.000.10.
START_TIME	The date and time at which the first step of the job started (UTC time zone).
END_TIME	The date and time at which the last step of the job ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the job, such as COMPLETE or FAILED.

SQL Query of View ADMIN_ETL_JOB_HISTORY

```
select
   JOB_ID,
   JOB_NAME,
   JOB_VERSION,
   MIN(GMT_START_TIME)   AS START_TIME,
   MAX(GMT_END_TIME)     AS END_TIME,
   DATEDIFF(SECOND,MIN(GMT_START_TIME),MAX(GMT_END_TIME)) AS DURATION,
   MAX(STATUS)           AS STATUS
from
   CTL_ETL_HISTORY
where
   JOB_ID NOT IN (SELECT JOB_ID FROM CTL_WORKFLOW_STATUS WHERE STATUS in ('RUNNING'))
group by
   JOB_ID,
   JOB_NAME,
   JOB_VERSION
```

View ADMIN_ETL_JOB_STATUS

This view provides information about the most recent execution of each ETL job. A row is added to this view after each ETL job starts and is updated as the job status changes.

Column List

Name	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.0.000.10.
START_TIME	The date and time at which the step started (UTC time zone).

Name	Description
END_TIME	The date and time at which the step ended (UTC time zone).
DURATION	The duration of the step, in seconds.
STATUS	The status of the job, such as INSTALLED, RUNNING, COMPLETE, or FAILED.

SQL Query of View ADMIN_ETL_JOB_STATUS

```
select
   MAX(JOB_ID) as JOB_ID,
   JOB_NAME,
   MAX(JOB_VERSION) as JOB_VERSION,
   MIN(START_TIME)  as START_TIME,
   CASE
      WHEN (MAX(STATUS) IN ('COMPLETE','FAILED') OR EXISTS (SELECT 1 FROM
CTL_WORKFLOW_STATUS WHERE STATUS = 'FAILED') )
      THEN
          CASE
              WHEN MIN(START_TIME) < MAX(END_TIME)
              THEN MAX(END_TIME)
              ELSE NULL
          END
      ELSE NULL
   END as END_TIME,
   CASE
      WHEN (MAX(STATUS) IN ('COMPLETE','FAILED') OR EXISTS (SELECT 1 FROM
CTL_WORKFLOW_STATUS WHERE STATUS = 'FAILED') )
      THEN
          CASE
              WHEN MIN(START_TIME) < MAX(END_TIME)
              THEN DATEDIFF(SECOND,MIN(START_TIME),MAX(END_TIME))
              ELSE NULL
          END
      ELSE NULL
   END as DURATION,
   CASE
      WHEN (MAX(STATUS) = 'PENDING' AND NOT EXISTS (SELECT 1 FROM CTL_WORKFLOW_STATUS
WHERE STATUS = 'FAILED') )
      THEN 'RUNNING'
      WHEN (MAX(STATUS) = 'PENDING' AND EXISTS (SELECT 1 FROM CTL_WORKFLOW_STATUS
WHERE STATUS = 'FAILED') )
      THEN 'FAILED'
      ELSE MAX(STATUS)
   END as STATUS
```

```
from
   CTL_WORKFLOW_STATUS
where
   STATUS NOT IN ('NOT_CONFIGURED')
   AND (JOB_ID IS NULL OR JOB_ID in (select MAX(JOB_ID) from CTL_WORKFLOW_STATUS
group by JOB_NAME))
group by
   JOB_NAME
having
   MAX(STATUS) NOT IN ('WAITING','SHUTDOWN')
UNION
select
   JOB_ID,
   JOB_NAME,
   JOB_VERSION,
   START_TIME,
   END_TIME,
   CASE
        WHEN END_UTC < START_UTC
        THEN END_UTC - START_UTC
        ELSE 0
   END as DURATION,
   STATUS
from
   CTL_WORKFLOW_STATUS
where
   STATUS IN ('WAITING','SHUTDOWN')
```

View ADMIN_ETL_STEP_HISTORY

This view provides information about the execution of each ETL job step. Rows are added to this view for completed ETL job steps only. As each ETL job completes, it adds rows for the completed steps of all currently running ETL jobs, including itself, that have not already been added to the view.

Currently running ETL jobs may have steps that are in process or are waiting, and they do not yet appear in the view. Rows in this view are written once and are not updated.

Column List

Name	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
WORKFLOW_TYPE	The name of the ETL job step, such as Outbound.

Name	Description
JOB_VERSION	The version of the job, such as 8.0.000.10.
START_TIME	The date and time at which the step started (UTC time zone).
END_TIME	The date and time at which the step ended (UTC time zone).
DURATION	The duration of the step, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

SQL Query of View ADMIN_ETL_STEP_HISTORY

```
select
   JOB_ID,
   JOB_NAME,
   WORKFLOW_TYPE,
   JOB_VERSION,
   MIN(LOCAL_START_TIME) AS START_TIME,
   MAX(LOCAL_END_TIME)   AS END_TIME,
   SUM(DURATION)         AS DURATION,
   MAX(STATUS)           AS STATUS
from
   CTL_ETL_HISTORY
where
   JOB_ID NOT IN (SELECT JOB_ID FROM CTL_ETL_HISTORY WHERE STATUS in ('RUNNING'))
group by
   JOB_ID,
   JOB_NAME,
   WORKFLOW_TYPE,
   JOB_VERSION
```

View ADMIN_EXTRACT_HISTORY

This view provides information about the data that is extracted from each source database table. A row is added to this view after Job_ExtractICON successfully completes extracting a source data table. Rows in this view are written once and are not updated.

Column List

Name	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.0.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.

Name	Description
DBCONNECTION	The name of the Database Access Point (DAP) through which data was extracted.
ICON_DBID	ID that uniquely identifies the ICON application instance. Applies only to tables extracted by Job_ExtractICON.
TABLE_NAME	The name of the table from which data is extracted.
LATEST_DATA_TIME	Provides the highest timestamp value for the records that are extracted in a given extraction cycle.
ROW_COUNT	Provides the number of records that are extracted in a given extraction cycle.

SQL Query of View ADMIN_EXTRACT_HISTORY

```
select
   JOB_ID,
   JOB_NAME,
   JOB_VERSION,
   EXTRACT_START_TIME as START_TIME,
   EXTRACT_END_TIME as END_TIME,
   DATEDIFF(SECOND,EXTRACT_START_TIME,EXTRACT_END_TIME) as DURATION,
   DAP_NAME as DBCONNECTION,
   ICON_DBID,
   TABLE_NAME,
   MAX_TS as LATEST_DATA_TIME,
   ROW_COUNT
from
   CTL_EXTRACT_HISTORY
```

View CTL_ETL_HWM

This view reflects the processing progress for the data that is being transferred to the dimensional model tables, but for which certain interaction states are still in progress for the current time interval.

In this release, the view is limited to the extracted configuration data and transformed multimedia data only.

Column List

Name	Description
NAME	A combination of the job name and an abbreviated data type for the processed data. Either of the following values: - EXTRACT_CFG - TRANSFORM_MM
LAST_TS	Provides a UTC equivalent of the date and time up to which the data has been processed.

SQL Query of View CTL_ETL_HWM

```
select
'TRANSFORM_MM'  AS NAME,
HWM_VALUE       AS LAST_TS
from CTL_TRANSFORM_HWM
where HWM_NAME = 'GIDB_G_PARTY_HISTORY_MM'
union
select
'EXTRACT_CFG' AS NAME,
min(MAX_TS)   AS LAST_TS
from CTL_EXTRACT_HWM
where DATA_SOURCE_TYPE = 4
```

Appendix C

This appendix covers the Staging tables in which Genesys Info Mart jobs store data about errors in ETL processing. Use these tables to troubleshoot errors in source data that prevent data from being transformed.

Table STG_IDB_FK_VIOLATION

This table stores information about errors that Genesys Info Mart encounters during transformation of configuration data. Errors are detected through verification of relationships between primary and foreign keys in tables that store related data. For example, a record in a table that stores configuration object relationship data (such as GIDB_GCX_CAMPLIST_INFO) would refer to a record in a table that stores configuration object data (such as GIDB_GC_CAMPAIGN). The transformation logic interprets the absence of the record that has the primary key as an error (in the GIDB_GC_CAMPAIGN table, in the example); the error indicates the absence of the related data (such as the Campaign configuration object). As a result, the transformation job encounters a foreign key constraint violation and stores a record in the STG_IDB_FK_VIOLATION table that identifies the two involved tables and the key that caused the violation.

Column List

Code	Data Type	P	M	F	DV
ID	numeric(19)	X	X		
CREATE_AUDIT_KEY	int		X		
FK_TABLE_NAME	varchar(30)		X		
PK_TABLE_NAME	varchar(30)		X		
DATA_SOURCE_KEY	int		X		
PK_ID	numeric(19)		X		
FK_ID	numeric(19)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

Column ID

The primary key for this table.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG dimension.

Column FK_TABLE_NAME

The name of the table whose record includes a foreign key that violates the foreign key constraint. (Continuing with the example that is used in the table description, the value of this field would be GIDB_GCX_CAMPLIST_INFO.)

Column PK_TABLE_NAME

The name of the table in which a record appears to be missing, based on the foreign key constraint violation in another table. (In the preceding example, the value of this field would be GIDB_GC_CAMPAIGN.)

Column DATA_SOURCE_KEY

The pointer to the data source. This value is propagated from the DATA_SOURCE_KEY field of the table that is specified by FK_TABLE_NAME.

Column PK_ID

The primary key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the problematic record. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.ID field, which is the primary key of the GIDB_GCX_CAMPLIST_INFO table.)

Column FK_ID

The foreign key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the missing record in the table that is specified by PK_TABLE_NAME. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.CAMPAIGNID field, which is the foreign key of the GIDB_GCX_CAMPLIST_INFO table and which points to the primary key in the GIDB_GC_CAMPAIGN table. Thus, a Campaign object data is detected to be missing.)

Column ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

Column ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Table STG_TRANSFORM_DISCARDS

This table stores information about errors that Genesys Info Mart encounters during data transformation for a certain interaction. Except for the INTERACTION_FACT table storing an interaction ID, no data is populated in the dimensional model tables for a discarded interaction. Instead, Genesys Info Mart writes a record in the STG_TRANSFORM_DISCARDS table, given that a certain combination of error policy options is configured.

Column List

Code	Data Type	P	M	F	DV
TABLE_NAME	varchar(30)		X		
INTERACTION_ID	numeric(19)		X		-2
GUID	varchar(50)				
CREATE_AUDIT_KEY	int		X		

Code	Data Type	P	M	F	DV
CODE	int		X		
REASON	varchar(255)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

Column TABLE_NAME

The name of the primary GIDB table for the transformation step during which an error was encountered. Out of the tables that the transformation logic treats as primary (main) and secondary (details) tables, any table may contain erroneous or missing data that prevents further transformation of the interaction; however, only the name of the primary table is stored.

Column INTERACTION_ID

The identifier of the interaction that is being discarded. This value corresponds to the INTERACTION_ID value that is stored for this interaction in the INTERACTION_FACT table. The value of "-2" is reserved for future use.

Column GUID

The global unique identifier that is associated with discarded data. This value is reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG dimension.

Column CODE

The code of the data error that was encountered. One of the following values:

1--An unspecified error.
2--An unexpected error occurred during data transformation for the INTERACTION_RESOURCE_FACT table.
3--The G_IS_LINK table is missing data about either an outgoing {source} or an incoming {target}multi-site call.
4--The G_IS_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.
5--The G_IS_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
6--The G_IS_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
7--The CALLID value that is specified in IS_LINK does not match the CALLID in IS_LINK_HISTORY.
8--The value of the IPurpose key is not a number.
9--The G_PARTY_HISTORY table contains no record with ChangeType = 1 ("party_created") for a certain party.
10--The G_PARTY_HISTORY table contains multiple records with ChangeType = 1 ("party_created") for the same party.

11--The record in the G_PARTY table refers to a nonexistent parent record.
12--The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)

Column REASON

The text description of the data error that was encountered. Use this value in combination with the CODE value to troubleshoot the reason for the failure of the interaction transformation.

Column ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

Column ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Appendix D

This appendix lists changes in the Genesys Info Mart database schema between the 7.6 and 8.0 releases of Genesys Info Mart.

Note: Refer to the "New in Release 8.0.1" section on page 20 for information about the database schema changes between the initial 8.0 and 8.0.1 releases.

Simplified Database Model

- The lowest level of data details that Genesys Info Mart provides in release 8.0 is better aligned with Interaction Concentrator model:

  - *Global Interaction Database* (GIDB) within the Genesys Info Mart database schema represents a subset of Interaction Database (IDB) tables that stores data from any number of IDBs, consolidating data from multiple IDBs in one database instance.

- The Info Mart schema no longer includes the following fact tables:

  - INTERACTION_SEGMENT_FACT—Instead, the GIDB_G_CALL_MM and GIDB_G_CALL_V, GIDB_G_PARTY_MM and GIDB_G_PARTY_V, and GIDB_G_PARTY_HISTORY_MM and GIDB_G_PARTY_HISTORY_V tables in GIDB provide call and party data at the low level of detail.
  - VOICE_SEG_FACT_EXT—Instead, the INTERACTION_RESOURCE_FACT table now includes necessary fields.
  - MMEDIA_SEG_FACT_EXT—Instead, the INTERACTION_RESOURCE_FACT table now stores multimedia data in the same fields as those that are used for voice data.

- The Info Mart schema no longer includes the following fact extension tables:

  - VOICE_IXN_FACT_EXT—Instead, the INTERACTION_FACT table now includes necessary fields.
  - MMEDIA_IXN_FACT_EXT—Instead, the INTERACTION_FACT table now stores multimedia data in the same fields as those that are used for voice data.

- The MEDIATION_SEGMENT_FACT (MSF) table no longer includes the following columns:

  - MEDIATION_SEGMENT_COUNT
  - TARGET_IXN_SEGMENT_ID
  - TARGET_MEDIA_RESOURCE_KEY
  - TARGET_PLACE_KEY
  - TARGET_RES_GROUP_COMBO_KEY
  - TARGET_RESOURCE_KEY
  - TARGET_SEG_FACT_EXT_KEY
  - TOTAL_DURATION

- The INTERACTION_RESOURCE_FACT (IRF) table no longer includes the following columns:

  - ROOT_INTERACTION_ID
  - INTERACTION_SEGMENT_COUNT
  - QUEUE_COUNT
  - REQUESTED_SKILL_COUNT

- IVR_PORT_COUNT
- IXN_RES_FACT_EXT_KEY
- MATCHED_SKILL_COUNT
- PRIMARY_IXN_SEGMENT_ID
- RES_PREVIOUS_DT_STATE_KEY
- ROUTING_POINT_COUNT
- TOTAL_DURATION

- The following IRF columns have also been removed, because other fields (new or existing) provide the same type of data:

  - CASE_ID is replaced with the IRF_USER_DATA_GEN_1.CASE_ID.
  - CONFERENCE_INITIATED_COUNT is removed as a duplicate of CONF_INIT_DIAL_COUNT.
  - CONFERENCE_JOINED_COUNT is removed as a duplicate of CONF_JOIN_RING_COUNT.
  - CONSULT_INITIATED_COUNT is removed as a duplicate of CONS_INIT_DIAL_COUN.
  - CONSULT_RECEIVED_COUNT is removed as a duplicate of CONS_RECV_TALK_COUNT.
  - USER_DATA_1 through USER_DATA_20 are replaced with new, custom user data tables.

- The INTERACTION_FACT table no longer includes the following columns:

  - AGENT_HANDLE_DURATION
  - AGENT_SEGMENT_COUNT
  - AGENT_SEGMENT_DURATION
  - ALERT_COUNT
  - ALERT_DURATION
  - ANSWERED_WITH_SKILL_MATCH_FLAG
  - BASELINE_SERVICE_OBJECTIVE
  - CASE_ID
  - COST_LOCAL_CURRENCY
  - COST_STD_CURRENCY
  - CURRENCY_KEY
  - CUSTOMER_HANDLE_COUNT
  - CUSTOMER_HANDLE_DURATION
  - CUSTOMER_KEY
  - CUSTOMER_WAIT_COUNT
  - CUSTOMER_WAIT_DURATION
  - HANDLE_COUNT
  - HANDLE_DURATION
  - INITIAL_RESPONSE_DURATION
  - INTERACTION_COUNT
  - INTERACTION_DESCRIPTOR_KEY
  - IVR_PORT_SEGMENT_COUNT
  - IVR_PORT_SEGMENT_DURATION
  - IXN_FACT_EXT_KEY
  - MATCHED_SKILL_COUNT
  - MEDIA_RESOURCE_KEY
  - MET_SERVICE_OBJECTIVE_FLAG
  - NETWORK_SEGMENT_COUNT
  - NETWORK_SEGMENT_DURATION
  - PLACE_KEY
  - QUEUE_SEGMENT_COUNT
  - QUEUE_SEGMENT_DURATION
  - REQUESTED_SKILL_COUNT
  - REQUESTED_SKILL_KEY
  - RESOURCE_KEY
  - REVENUE_LOCAL_CURRENCY
  - REVENUE_STD_CURRENCY
  - ROOT_INTERACTION_ID
  - ROUTING_POINT_SEGMENT_COUNT
  - ROUTING_POINT_SEGMENT_DURATION
  - TECHNICAL_DESCRIPTOR_KEY
  - TOTAL_DURATION
  - TOTAL_SEGMENT_COUNT
  - UNIQUE_INTERACTION_COUNT
  - USER_DATA_1 through USER_DATA_20
  - USER_DATA_2_KEY
  - USER_DATA_KEY
  - WRAP_COUNT
  - WRAP_DURATION

- The following tables have been removed from the Info Mart schema, because of the change in Genesys Voice Portal (GVP) support with GVP release 8.0:

  - GVP_APPLICATION
  - GVP_CALL_FACT
  - GVP_SUBCALL_FACT
  - GVP_SUBCALL_FLOW
  - GVP_VOICE_MEDIA_SERVER
  - GVP_WEB_APPL_SERVER

- The read-only views on all the dimensions and facts are no longer provided for a single-tenant environment. Single-tenant deployment applications, as well as multi-tenant deployment service-provider applications are advised to query dimension and fact data from the read-only views. A set of views can be created by using the make_gim_view_for_tenant.sql script.

- The following views have been removed from the Info Mart schema as obsolete:

  - CHAT_IXN_FACT_EXT and R_CHAT_IXN_FACT_EXT
  - CHAT_SEG_FACT_EXT and R_CHAT_SEG_FACT_EXT
  - EMAIL_IXN_FACT_EXT and R_EMAIL_IXN_FACT_EXT
  - EMAIL_SEG_FACT_EXT and R_EMAIL_SEG_FACT_EXT
  - VQ_SEGMENT_FACT

Agent Activity Details

- The following tables have been removed, because GIDB tables now provide similar low-level details on agent activity:

  - RESOURCE_SESSION_FACT
  - RESOURCE_STATE_FACT
  - RESOURCE_STATE_REASON_FACT

- Calculation of the agent summarized state is made according to a new, deterministic model:

  - Genesys Info Mart release 8.0 stores a single reason code at a time in the SM_RES_STATE_REASON_FACT table, which is different from release 7.6.
  - Software reason codes have a higher priority than hardware reason codes. When reason codes of both types (software and hardware) occur simultaneously, a software reason code is recorded in the SM_RES_STATE_REASON_FACT table.
  - When two or more reason codes of the same type (software or hardware) occur simultaneously, the one that starts later takes priority.

Aggregation

- The Info Mart schema no longer includes aggregation tables. Aggregation tables that start with AG2_* are now available with either Genesys Interactive Insights (GI2) reports or Reporting and Analytics Aggregates (RAA) package. Support for aggregation tables that start with AG_* is discontinued in this release.

Outbound Contact Details Processing

- The following tables have been added to facilitate processing of, and reporting on, Outbound Contact details:

  - TIME_ZONE_OFFSET
  - ATTEMPT_DISPOSITION

- The following tables have been replaced with views, which provide the same level of Outbound Contact details, based on data in GIDB tables:

  - CALLING_LIST
  - CALLING_LIST_TO_CAMP_FACT
  - CAMPAIGN
  - GROUP_
  - GROUP_TO_CAMPAIGN_FACT
  - PLACE
  - PLACE_GROUP_FACT
  - RESOURCE_GROUP_FACT
  - RESOURCE_SKILL_FACT
  - SKILL
  - TENANT

- The CONTACT_ATTEMPT_FACT table has been enhanced by the addition of the following columns:

  - ATTEMPT_DISPOSITION_KEY
  - CALLID
  - DAILY_FROM_TIME
  - DAILY_FROM_TIME_KEY
  - DAILY_UNTIL_TIME
  - DAILY_UNTIL_TIME_KEY
  - DIAL_SCHED_TIME_KEY
  - END_DATE_TIME_KEY
  - END_TS
  - IXN_START_TIME*
  - IXN_START_TIME_KEY*
  - START_DATE_TIME_KEY
  - START_TS

- The CONTACT_ATTEMPT_FACT table no longer includes the following columns:

  - ACW_COUNT
  - ACW_DURATION
  - CPD_COUNT
  - CPD_DURATION
  - DIAL_COUNT
  - DIAL_DURATION
  - GMT_END_TIME
  - GMT_ENTERPRISE_DATE_KEY
  - GMT_ROW_CREATED_TIME
  - GMT_ROW_UPDATED_TIME
  - GMT_START_TIME
  - GMT_TENANT_DATE_KEY
  - GMT_TIME_OF_DAY_KEY
  - HOLD_COUNT
  - HOLD_DURATION
  - LOCAL_TENANT_DATE_KEY
  - LOCAL_TIME_OF_DAY_KEY
  - MEDIA_RESOURCE_KEY
  - PREVIEW_COUNT
  - PREVIEW_DURATION
  - STD_ENTERPRISE_DATE_KEY
  - STD_ENTERPRISE_END_TIME
  - STD_ENTERPRISE_START_TIME
  - STD_ENTERPRISE_TIME_OF_DAY_KEY
  - STD_TENANT_DATE_KEY
  - STD_TENANT_END_TIME
  - STD_TENANT_START_TIME
  - STD_TENANT_TIME_OF_DAY_KEY
  - TALK_COUNT
  - TALK_DURATION

* CONTACT_ATTEMPT_FACT.IXN_START_TIME_* fields are not populated in Genesys Info Mart 8.0.1 and subsequent releases.

- INTERACTION_ID
- LOCAL_END_TIME
- LOCAL_ENTERPRISE_DATE_KEY
- LOCAL_START_TIME
- TOTAL_DURATION
- TRANSFER_COUNT
- TRANSFER_DURATION

DATE_TIME Dimension Improvements

- The following columns have been removed from various tables:

  - GMT_END_TIME
  - GMT_ENTERPRISE_DATE_KEY
  - GMT_START_TIME
  - GMT_TENANT_DATE_KEY
  - GMT_TIME_OF_DAY_KEY
  - LOCAL_END_TIME
  - LOCAL_ENTERPRISE_DATE_KEY
  - LOCAL_START_TIME
  - LOCAL_TENANT_DATE_KEY
  - LOCAL_TIME_OF_DAY_KEY
  - STD_ENTERPRISE_DATE_KEY
  - STD_ENTERPRISE_END_TIME
  - STD_ENTERPRISE_START_TIME
  - STD_ENTERPRISE_TIME_OF_DAY_KEY
  - STD_TENANT_DATE_KEY
  - STD_TENANT_END_TIME
  - STD_TENANT_START_TIME
  - STD_TENANT_TIME_OF_DAY_KEY

- The following tables have been removed from the schema:

  - ENTERPRISE_DATE
  - ENTERPRISE_MONTH
  - TENANT_DATE
  - TIME_OF_DAY

- The following columns have been removed from the DATE_TIME table:

  - CAL_DATE_STRING
  - CAL_YEAR_WEEK_NUM
  - CAL_MONTH_NUM_IN_YEAR_ STRING
  - CAL_YEAR_MONTH_DAY_NUM
  - CAL_YEAR_MONTH
  - CAL_YEAR_MONTH_NUM
  - CAL_YEAR_QUARTER
  - CAL_HALF_NUM_IN_YEAR NUMBER
  - CAL_YEAR_HALF_YEAR
  - CAL_YEAR_STRING
  - CAL_SHORT_YEAR_STRING
  - CAL_HOUR_NUM_IN_DAY_STRING
  - CAL_HOUR_24_NUM_IN_DAY_ STRING
  - CAL_MINUTE_NUM_IN_HOUR
  - TIME_INTERVAL_15_MINUTE
  - TIME_INTERVAL_30_MINUTE
  - TIME_INTERVAL_60_MINUTE
  - TIME_INTERVAL_15_MINUTE_NUM
  - TIME_INTERVAL_30_MINUTE_NUM
  - TIME_INTERVAL_60_MINUTE_NUM
  - GMT_ROW_CREATED_TIME
  - GMT_ROW_UPDATED_TIME
  - PURGE_FLAG

- The following columns have been added to the DATE_TIME table:

  - LABEL_YYYY_WE_D
  - LABEL_TZ

Multimedia Support

- While Genesys Info Mart release 7.6 populated multimedia data for virtual queues only, release 8.0 adds support for interaction queues and interaction workbins. This data is stored in the MEDIATION_SEGMENT_FACT table.
- As mentioned in the "Simplified Database Model" section, the MMEDIA_SEG_FACT_EXT table has been removed from the Info Mart schema. Instead, the INTERACTION_RESOURCE_FACT and IXN_RESOURCE_STATE_FACT tables now store multimedia data in the same fields as those that are used for voice data.
- Special GIDB tables (*_MM) store low-level details for Genesys eServices/Multimedia and 3rd Party Media interactions.
- The STOP_ACTION table that stored reasons for a multimedia interaction to be stopped has been removed from the schema in this release.
- A new technical result, OutboundStopped, is written into the INTERACTION_RESOURCE_FACT table, when a given outbound interaction within the customer interaction is terminated (stopped) without being sent.

Purging

- The purging logic has been modified. While with Genesys Info Mart release 7.6, data could be either removed entirely or flagged for deletion, release 8.0 implementation supports data removal only. As a consequence, the PURGE_FLAG field is not populated in any table, although it is retained in the schema as a reserved field.