Genesys Info Mart 8.1

PostgreSQL Reference Manual

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Table of Contents

Preface

Welcome to the *Genesys Info Mart 8.1 PostgreSQL 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 8.1 release(s) of this product.

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

81gim_ref_postgres_12-2013_v8.1.301.00

You will need this number when you are talking with Genesys Customer Care about this document.

Screen Captures Used in 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 the following:

- 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 that is presented in the Genesys Info Mart:

- *Genesys Info Mart 8.1 Deployment Guide*
- *Genesys Info Mart 8.1 Operations Guide*
- *Genesys Info Mart 8.1 User's Guide*
- *Genesys Info Mart 8.1 Database Size Estimator*
- *Genesys Info Mart 8.1 Business Continuity Deployment Guide*
- *Genesys Info Mart Database Compatibility Reference*
- *Interaction Concentrator 8.1 Deployment Guide*
- *Interaction Concentrator 8.1 Physical Data Model* for your particular RDBMS
- *Framework 8.1 Configuration Manager Help*
- *Genesys Technical Publications Glossary*, which is available on the Genesys Documentation website and 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 Documentation website

Genesys product documentation is available on the:

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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. The most recent changes appear first.

New in Document Version v8.1.401.00

The document has been updated to support Genesys Info Mart release 8.1.4. The following information has been added or changed since the previous release of this document:

- Two new dimension tables, GROUP_ANNEX and RESOURCE_ANNEX, along with a new GIDB table, GIDB_GC_ANNEX, have been added to support Genesys Interactive Insights capability to control visibility of certain data and reports.
- Descriptions of the following fields have been updated to reflect improvements that were made in processing for multimedia interactions that involve very large numbers of parties or virtual queues:
  - IRF.ROUTING_POINT_DURATION
  - IRF.QUEUE_DURATION
- In the TECHNICAL_DESCRIPTOR table, the lists of valid values for ROLE_REASON (and ROLE_REASON_CODE) and RESULT_REASON (and RESULT_REASON_CODE) have been modified to indicate that, starting with release 8.1.4, the PulledBackTimeout (and PULLEDBACKTIMEOUT) value has changed to PulledBack (and PULLEDBACK).
- The SQL query for the ADMIN_ETL_JOB_STATUS view has been simplified.

Chapter 1: Genesys Info Mart Overview

Genesys Info Mart data resides in the Genesys Info Mart database schema. A separate Tenant User database schema can be added for each tenant as required. In the following sections, this chapter describes how data is organized and how it can be accessed through views.

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. Dimension views provide read-only access to certain configuration details. Tenant-specific views can be created by using a Genesys-provided script to give each tenant access to only its own data 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.

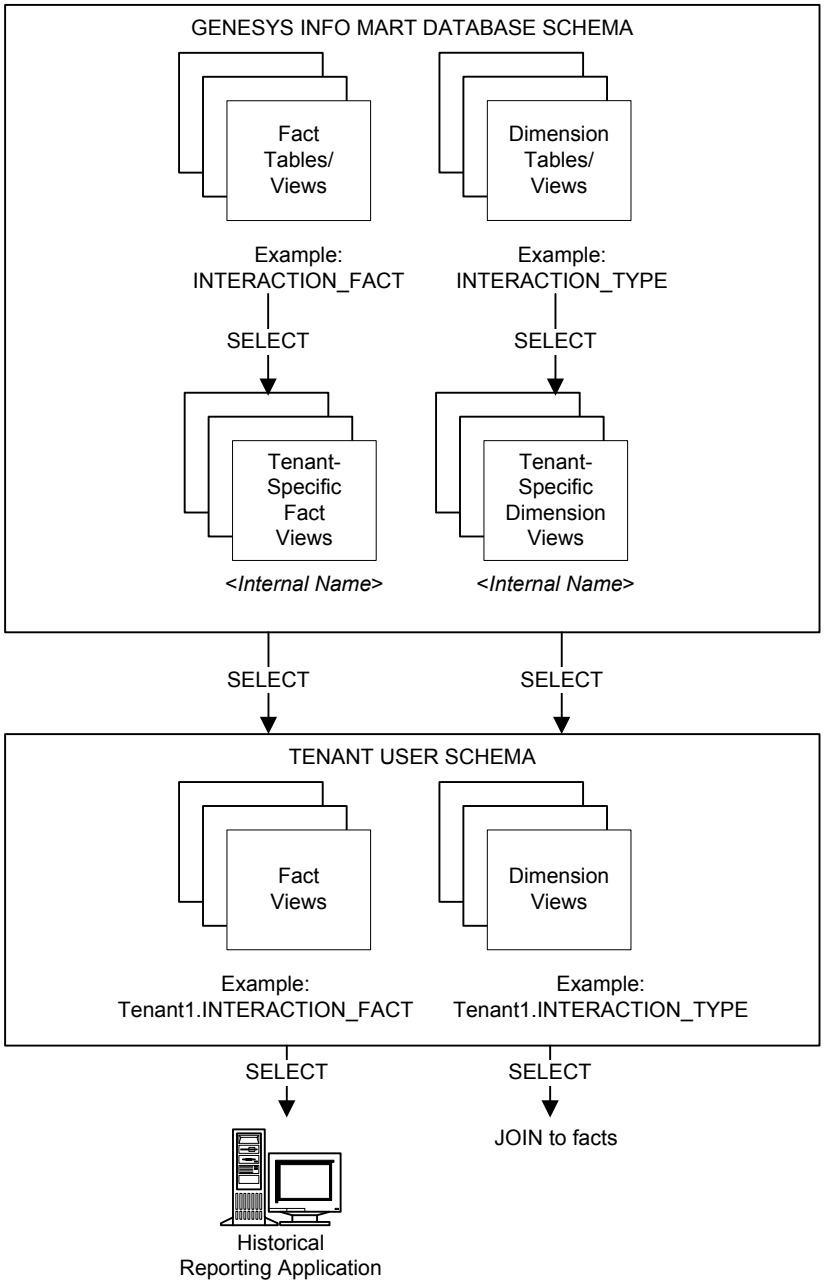


Figure 1: Genesys Info Mart Data Organization and Tenant Views

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 shows dimension views along with 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 resource facts and, starting with release 8.1.2, mediation segment 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 8.1 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).

Tenant User Database Schema

In addition to the Genesys Info Mart database schema, Genesys Info Mart supplies a script to create a separate database schema for each tenant, so that each tenant user can access only its tenant's data. Because each tenant's data is exposed through a different database schema, tenant administrators can control user access to tenant-specific data.

Each Tenant User database schema contains:

- Dimension views.
- Fact views.

Genesys Info Mart Tenant Views

A Genesys-provided script, named make_gim_view_for_tenant.sql, is used to create views to access data in the Genesys Info Mart fact and dimension tables.

The views are created in:

- Genesys Info Mart database schema, in both multi-tenant and single-tenant environments.
- Tenant User database schema, in a multi-tenant environment.

In a multi-tenant environment, the two types of views can be used in combination.

Views in Genesys Info Mart Database Schema

The purpose of these views (referred to as *tenant-specific views* in Figure 1) is to provide read-only access to data in the Genesys Info Mart database schema for tenant users who are working only with the data for a particular tenant. A separate set of views is created for each particular tenant. When the tenant administrator

creates these views by using the make_gim_view_for_tenant.sql script, the script generates the names for created views.

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.

To restrict data access in single-tenant deployments, the same script should be used to create a similar set of read-only views. The data organization for the Tenant User that is shown in Figure 1, on page 12, is applicable to the single-tenant deployments in which data-access views are created.

Views in Tenant User Database Schema

These views (shown within the Tenant User database schema in Figure 1) can be used to make data access more specific to the needs of a particular tenant user. The tenant administrator creates these views in a separate Tenant User database schema by using the same make_gim_view_for_tenant.sql script. Refer to Appendix D for more information.

New in This Release

This section describes new or changed functionality that was introduced in Genesys Info Mart 8.1.x releases, starting with release 8.1.3, in which this document has been first introduced. Information about the most recent release is provided at the top.

New in Document Version v8.1.401.00

The document has been updated to support Genesys Info Mart release 8.1.4. The following information has been added or changed since the previous release of this document:

- Two new dimension tables, GROUP_ANNEX and RESOURCE_ANNEX, along with a new GIDB table, GIDB_GC_ANNEX, have been added to support Genesys Interactive Insights capability to control visibility of certain data and reports.
- Descriptions of the following fields have been updated to reflect improvements that were made in processing for multimedia interactions that involve very large numbers of parties or virtual queues:
  - IRF.ROUTING_POINT_DURATION
  - IRF.QUEUE_DURATION
- In the TECHNICAL_DESCRIPTOR table, the lists of valid values for ROLE_REASON (and ROLE_REASON_CODE) and RESULT_REASON (and RESULT_REASON_CODE) have been modified to indicate that, starting with release 8.1.4, the PulledBackTimeout (and PULLEDBACKTIMEOUT) value has changed to PulledBack (and PULLEDBACK).
- The SQL query for the ADMIN_ETL_JOB_STATUS view has been simplified.

- The following indexes were removed from the schema, because they serve no purpose in a partitioned database:

Table Name	Index Name
CTL_AUDIT_LOG	IDX_CTL_AL_CTS
CTL_EXTRACT_HISTORY	I_C_EXTRACT_H_CTS
CTL_PURGE_HISTORY	I_C_PURGE_H_CTS
CTL_TRANSFORM_HISTORY	I_C_TRANSFORM_H_CTS
GIDB_G_CALL_HISTORY_MM	I_G_CALL_H_MM_CTS
GIDB_G_CALL_HISTORY_V	I_G_CALL_H_CTS
GIDB_G_CALL_STAT_V	I_G_CALL_ST_V_CTS
GIDB_G_CALL_V	I_G_CALL_V_CTS
GIDB_G_IR_HISTORY_MM	I_G_GIR_H_MM_CTS
GIDB_G_IR_HISTORY_V	I_G_GIR_H_V_CTS
GIDB_G_IR_V	I_G_IR_V_CTS
GIDB_G_IS_LINK_HISTORY_V	I_G_IS_LNK_H_CTS
GIDB_G_IS_LINK_V	I_G_IS_LNK_V_CTS
GIDB_G_PARTY_HISTORY_V	I_G_PTH_V_CTS
GIDB_G_PARTY_V	I_G_PT_V_CTS
GIDB_G_ROUTE_RES_VQ_HIST_V	I_G_VQH_V_CTS
GIDB_G_ROUTE_RESULT_V	I_G_RRES_V_CTS
GIDB_G_VIRTUAL_QUEUE_V	I_G_G_VQ_V_CTS
GIDB_GO_FIELDHIST	I_G_GO_FIELD_H_CTS
GIDB_GO_SEC_FIELDHIST	I_G_GO_S_FLD_H_CTS
GIDB_GOX_CHAIN_CALL	I_G_CHN_CALL_CTS
IRF_USER_DATA_CUST_1	I_IRF_USER_DATA_CUST_1_SDT
IRF_USER_DATA_GEN_1	I_IRF_USER_DATA_GEN_1_SDT
IRF_USER_DATA_KEYS	I_IRF_USER_DATA_KEYS_SDT

New in Release 8.1.3

This section describes the new or changed functionality that was introduced in release 8.1.3 or carried over from enhancements in interim Genesys Info Mart 8.1.2 releases.

Agent Transformation Improvements

- Two new columns—START_MSEC and END_MSEC—have been added to the SM_RES_STATE_FACT table in order to improve performance of agent-activity processing.

Improved Reporting for iWD

- New technical result reasons—ARCHIVED and CANCELED—enable Genesys Info Mart to report more accurately on intelligent Workload Distribution (iWD) scenarios in which multimedia interactions are placed into "archiving" Interaction Queues after being processed.

Enhanced Support for User Data

- Starting with release 8.1.201, Genesys Info Mart supports storing custom user-data facts as date/time data types, in addition to numeric and character data types, in tables such as IRF_USER_DATA_CUST_1. By default, Genesys Info Mart converts date/time KVP values to date/time using yyyy-mm-ddThh24:mi:ss.ff format. A new column, CONVERT_EXPRESSION, in the CTL_UD_TO_UDE_MAPPING table enables you to customize the conversion expression to convert from a different date format. For customization instructions, refer to the *Genesys Info Mart 8.1 Deployment Guide.*

Miscellaneous Schema Updates

- Two more GIDB tables can be made partitioned starting with release 8.1.3: GIDB_G_ROUTE_RES_VQ_HIST_V and GIDB_G_ROUTE_RES_VQ_HIST_MM.
- New indexes have been added: IDX_IRF_IID on the INTERACTION_RESOURCE_FACT table and I_RSSF_RC_MT_MTS on the SM_RES_STATE_FACT table.
- Default values have been introduced for the following INTERACTION_DESCRIPTOR columns in Genesys Info Mart release 8.1.201.02:
    - CUSTOMER_SEGMENT
    - SERVICE_TYPE
    - SERVICE_SUBTYPE
    - BUSINESS_RESULT

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

This section contains some guidelines that are intended to help you with understanding the diagrams presented in this chapter.

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 40. 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 dimension tables and views in the PLACE_GROUP subject area.

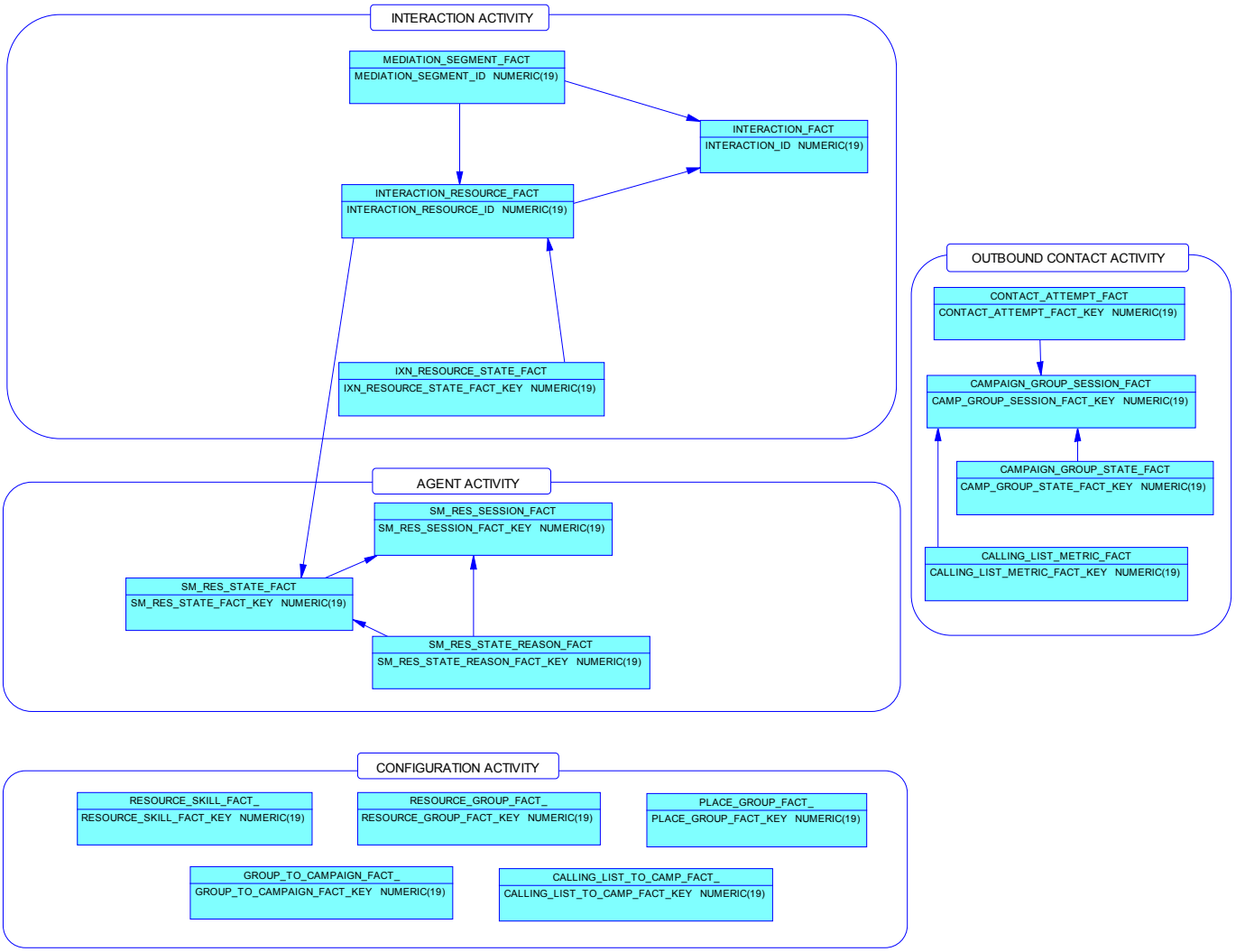
You can create queries that retrieve information from a single subject area. For example, you can query the tables in the Resource_Group subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject 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

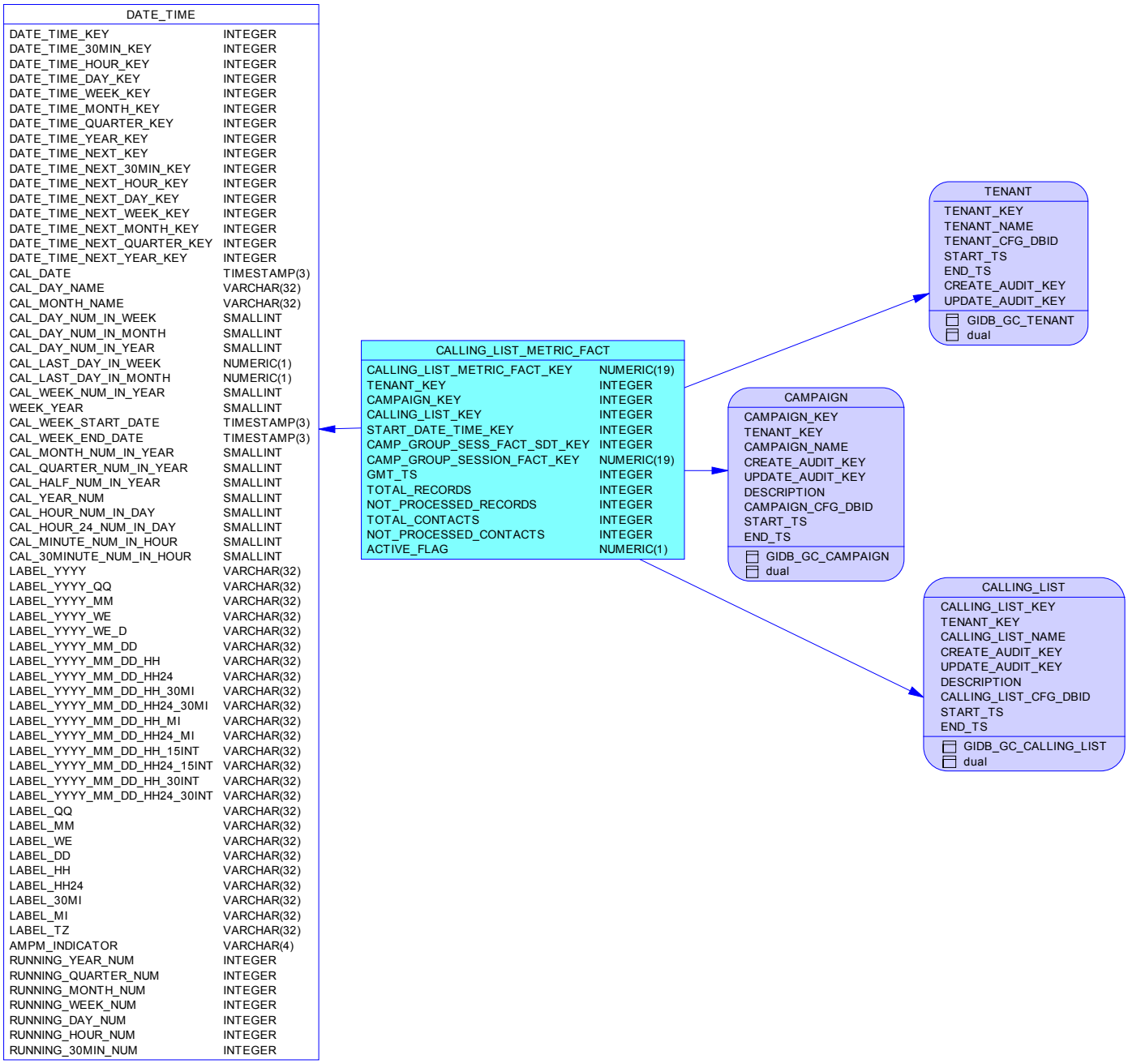
In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.

Subject Area Dimensional Model 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.
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.

Code	Comment
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



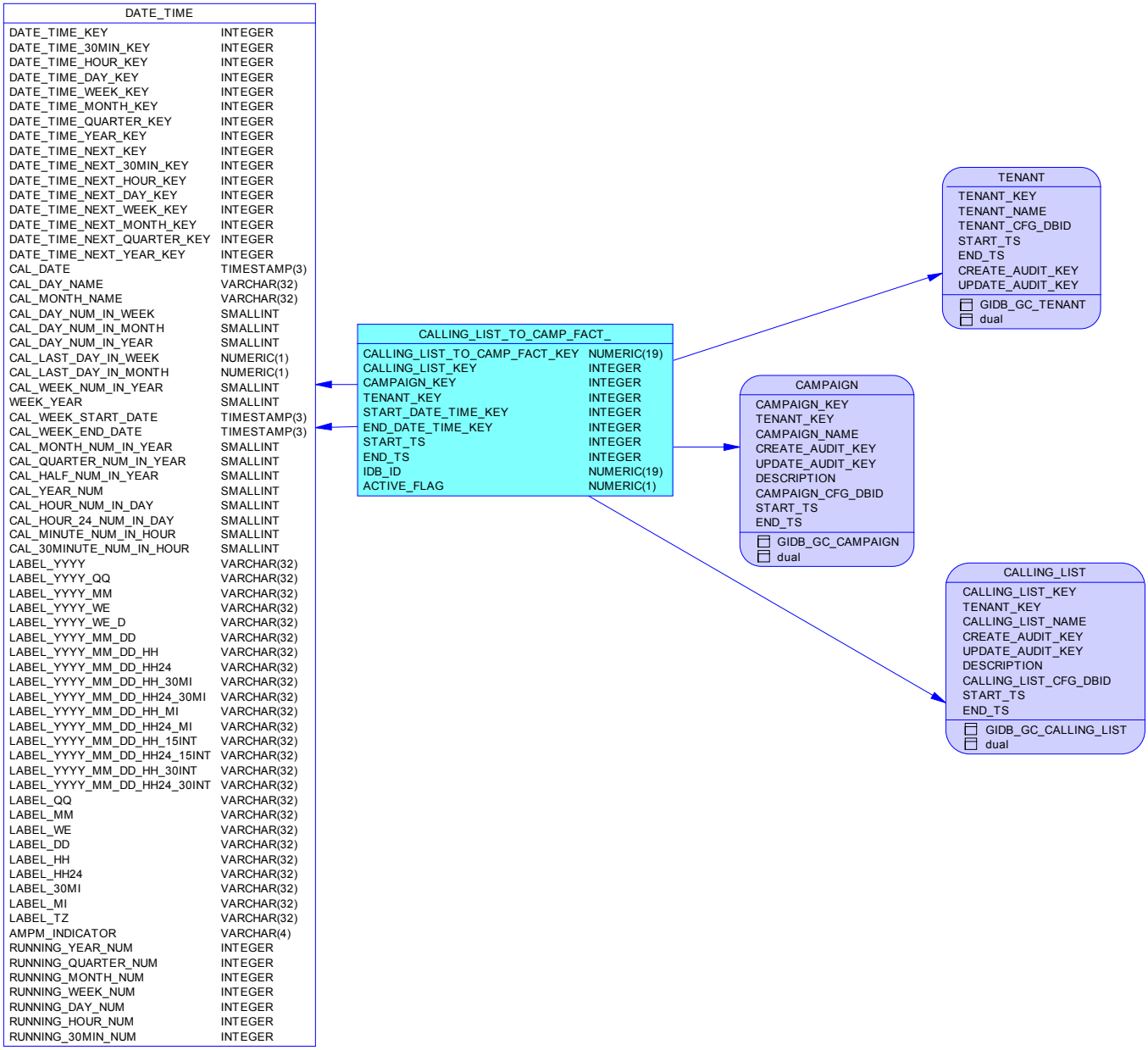
Description

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

Subject Area Dimensional Model 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



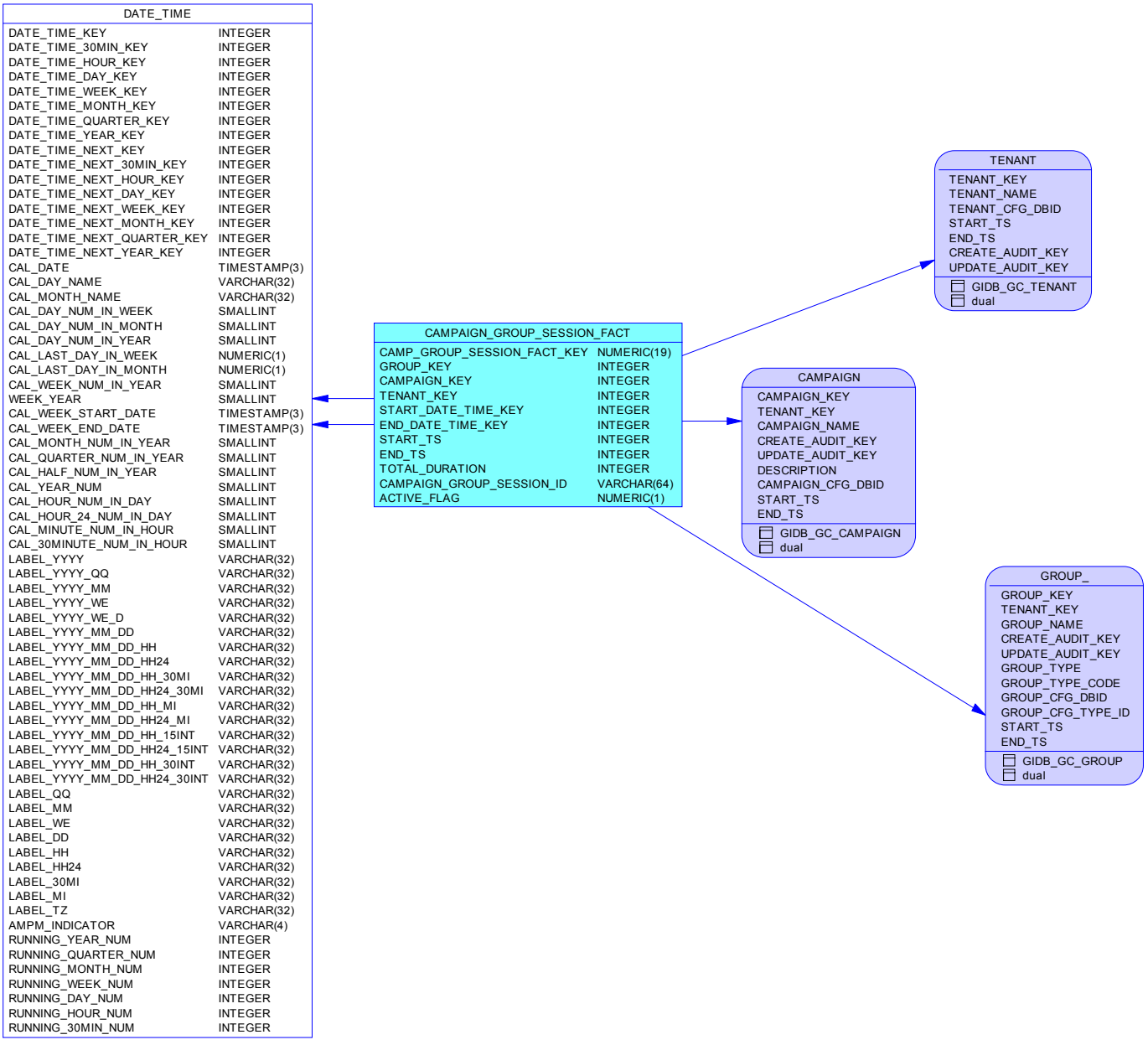
Description

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

Subject Area Dimensional Model 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



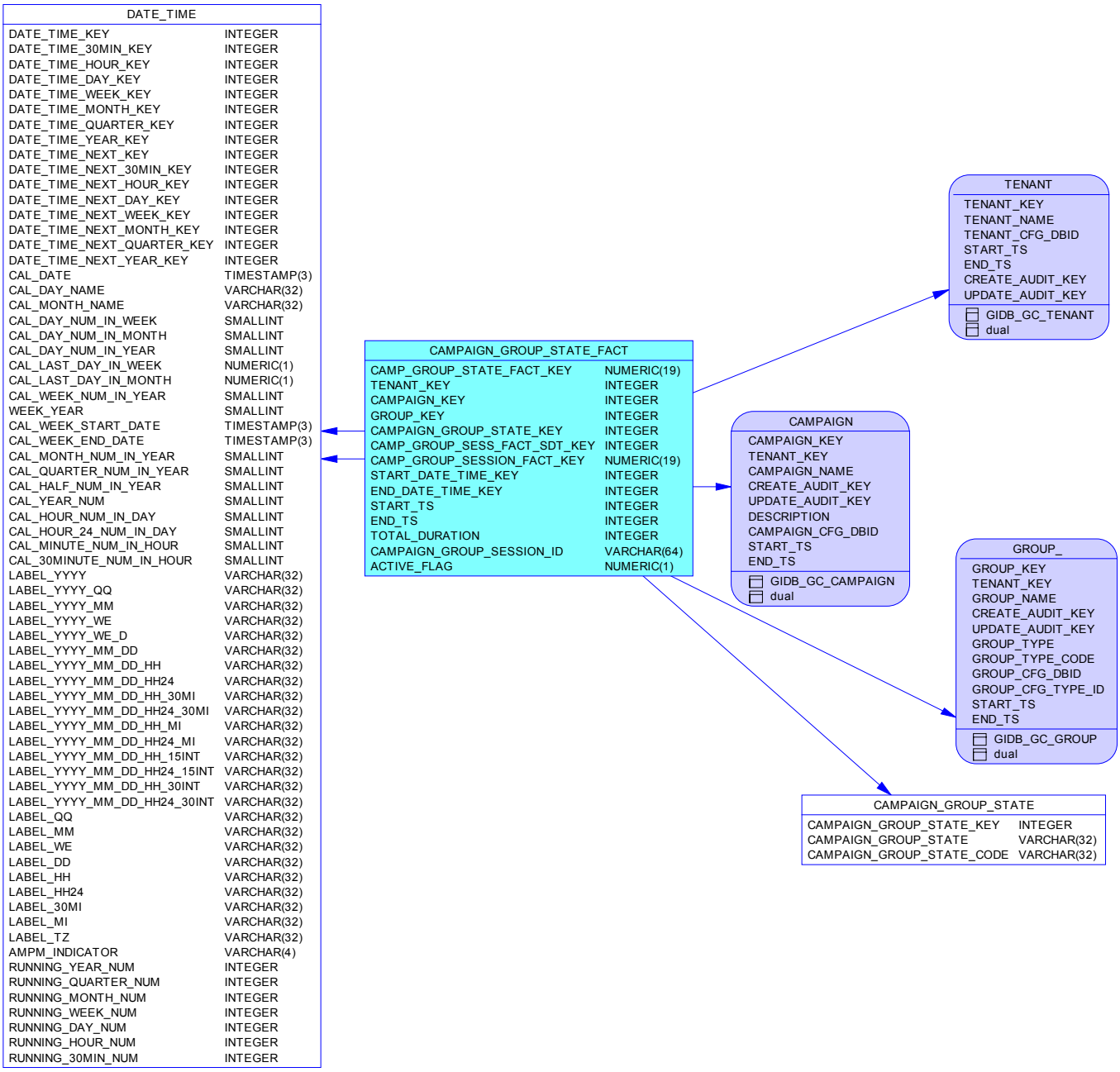
Description

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

Subject Area Dimensional Model 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



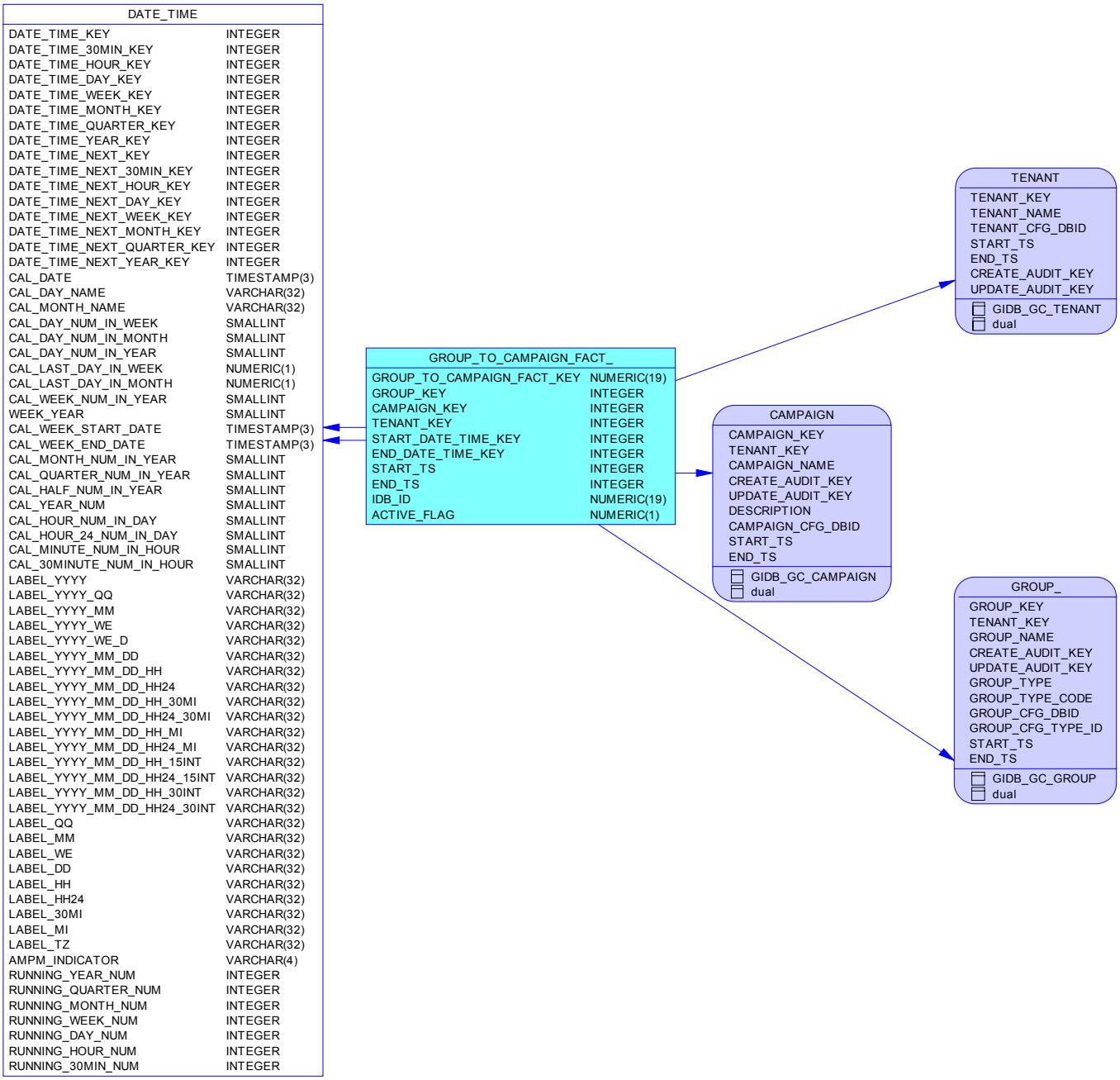
Description

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

Subject Area Dimensional Model 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



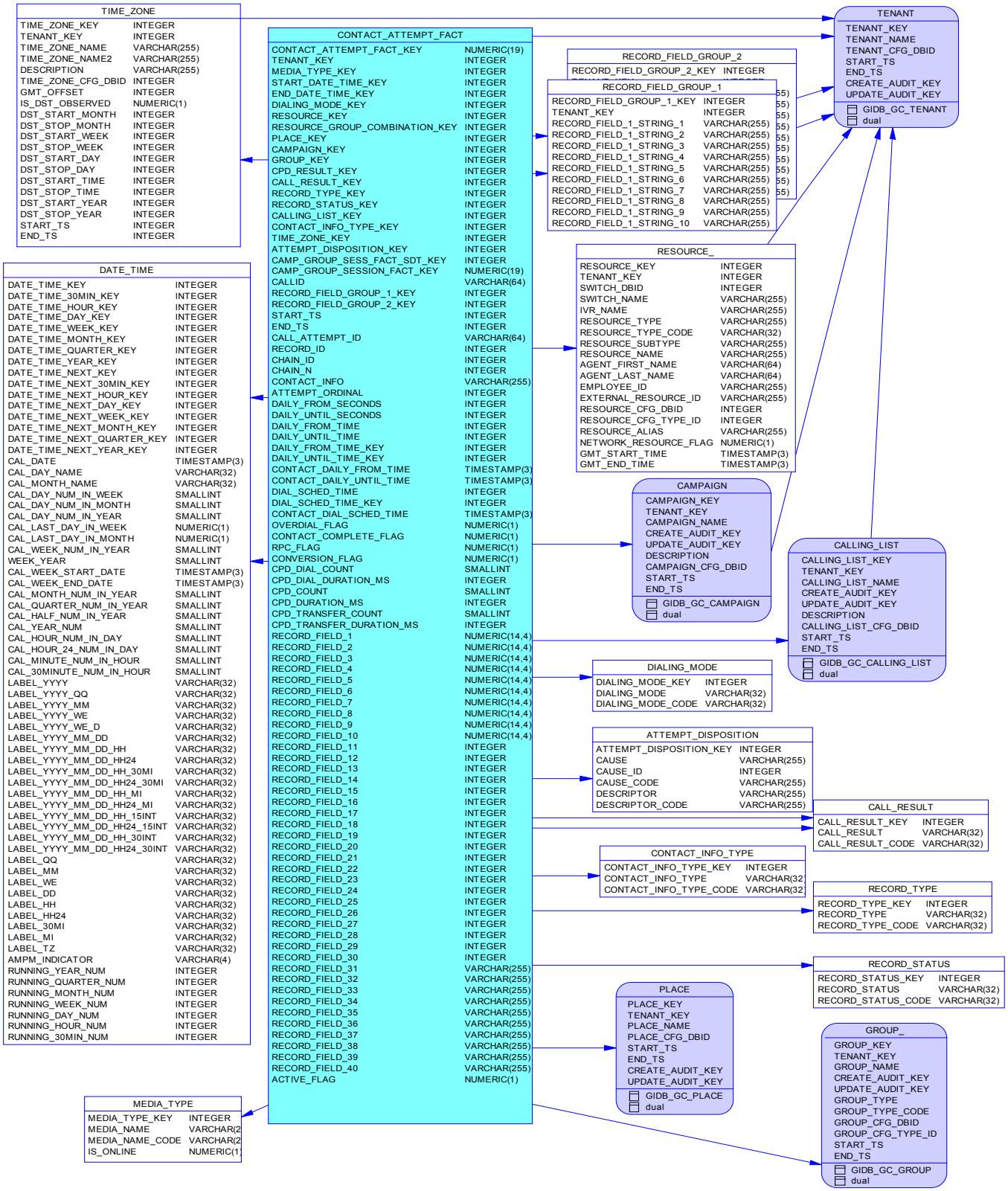
Description

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

Subject Area Dimensional Model 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



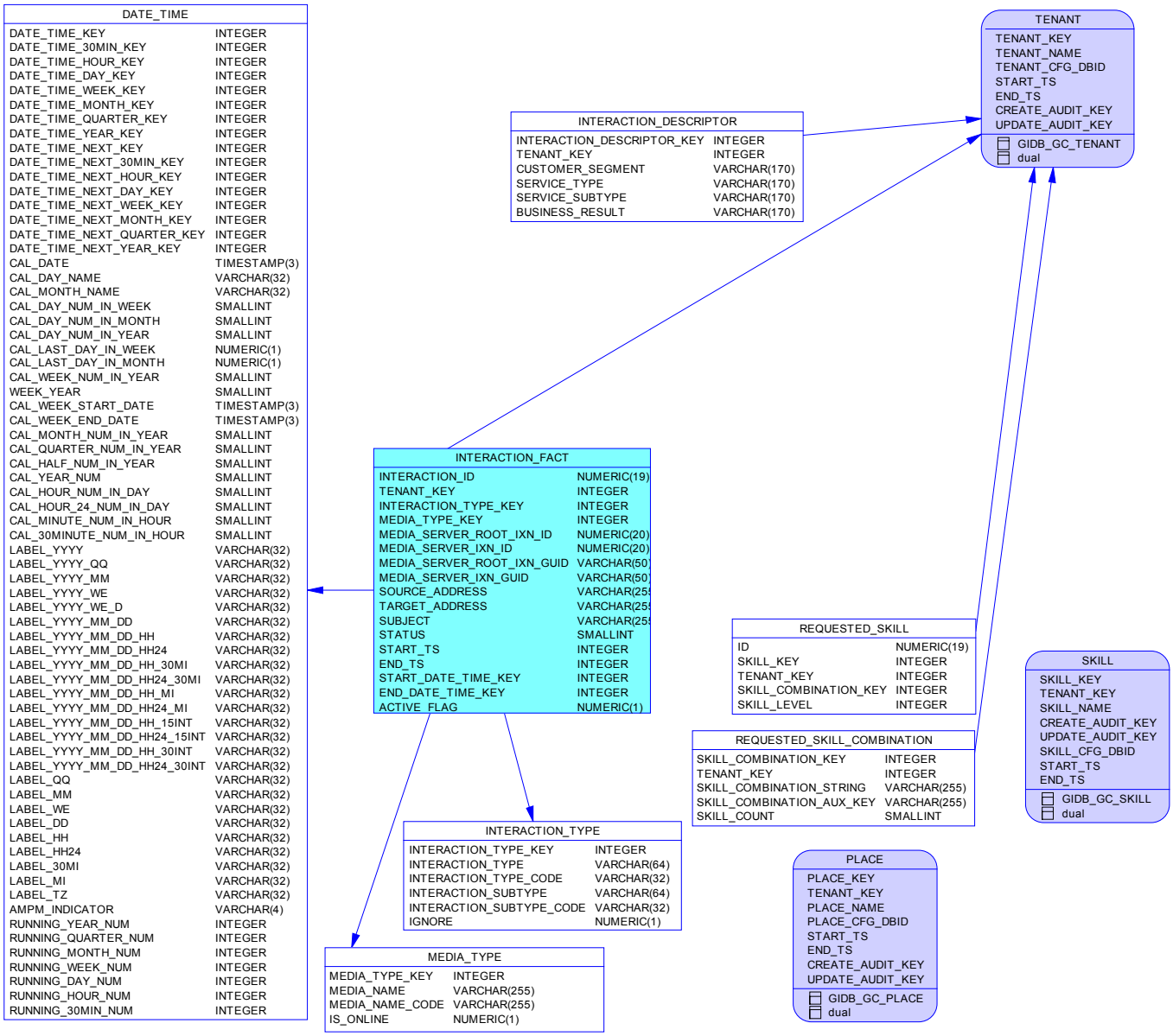
Description

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

Subject Area Dimensional Model 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

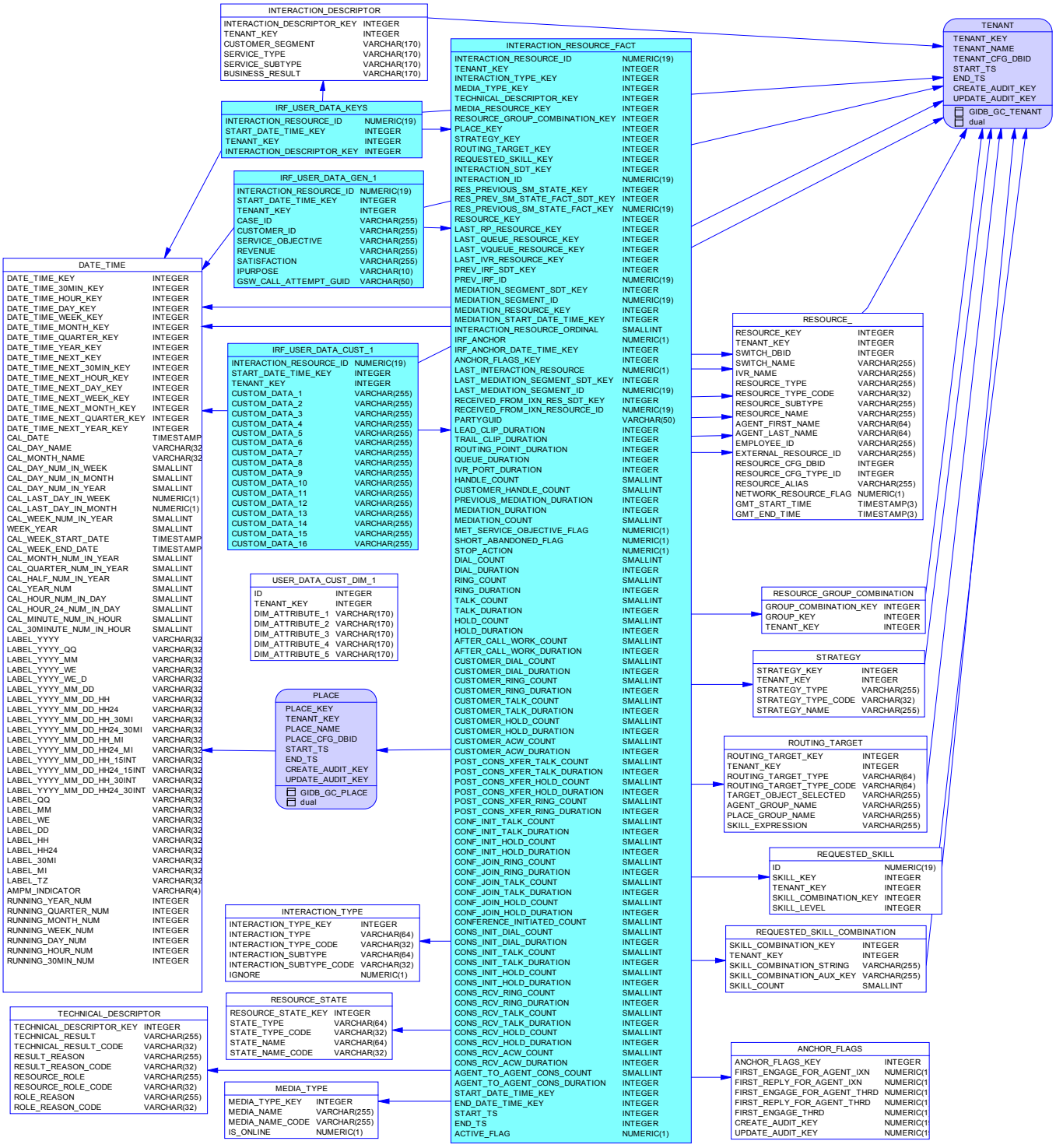
This subject area represents interactions from the perspective of a customer experience.

Note: In 7.x 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 Dimensional Model 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



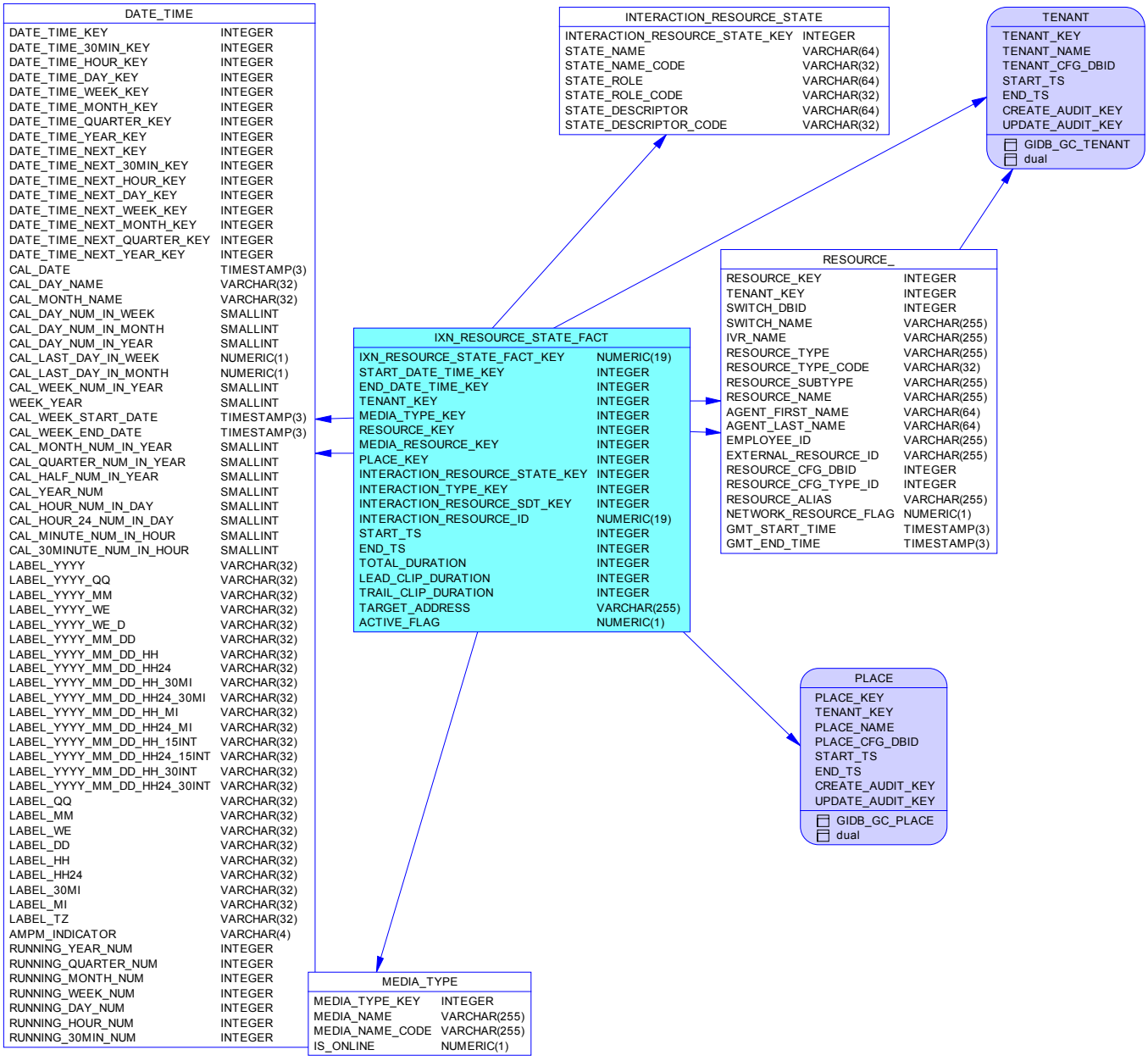
Description

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 Dimensional Model Tables

Code	Comment
ANCHOR_FLAGS	Allows to identify the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
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 resource facts and, if so configured, mediation segment 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.
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



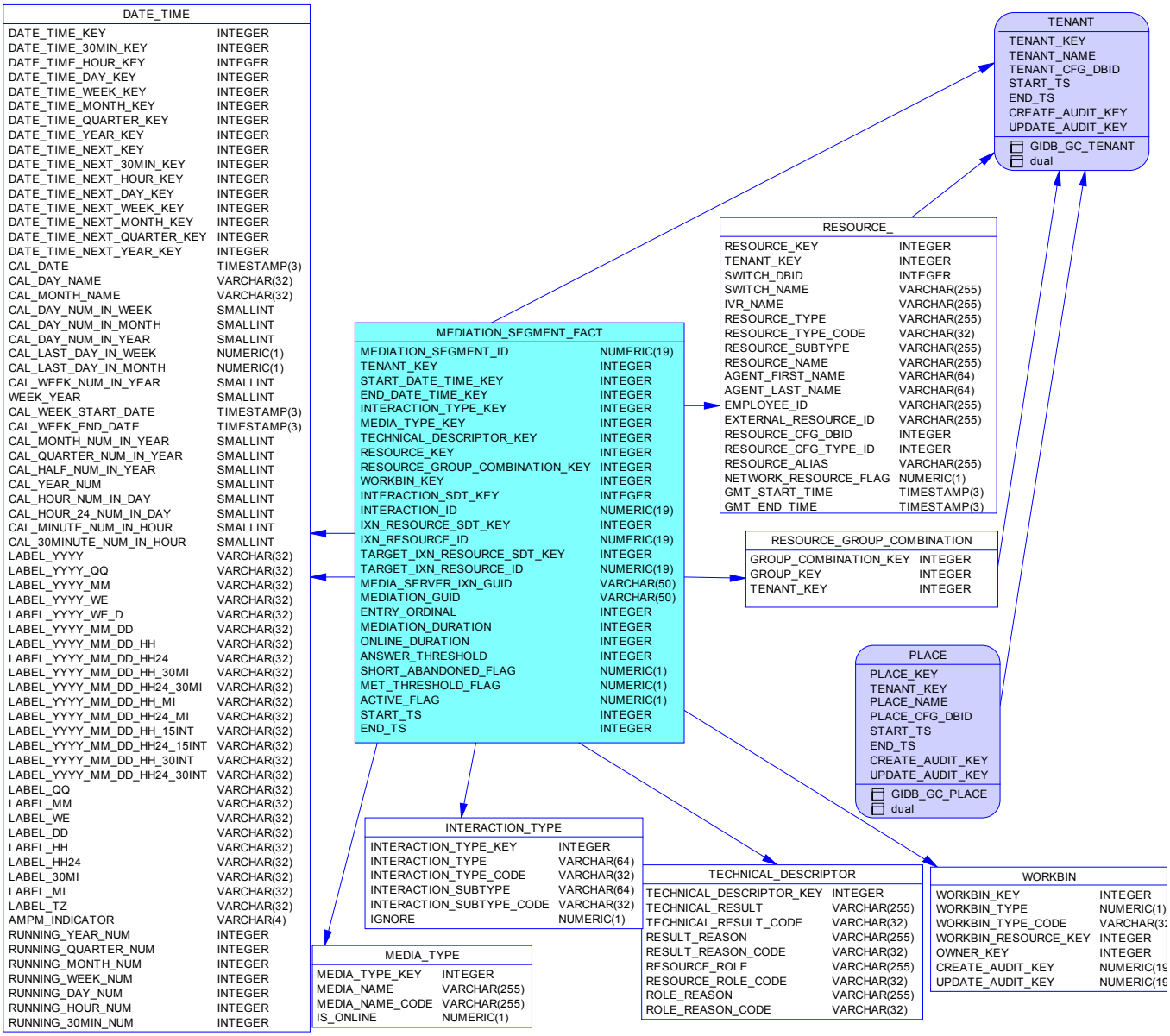
Description

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 Dimensional Model 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

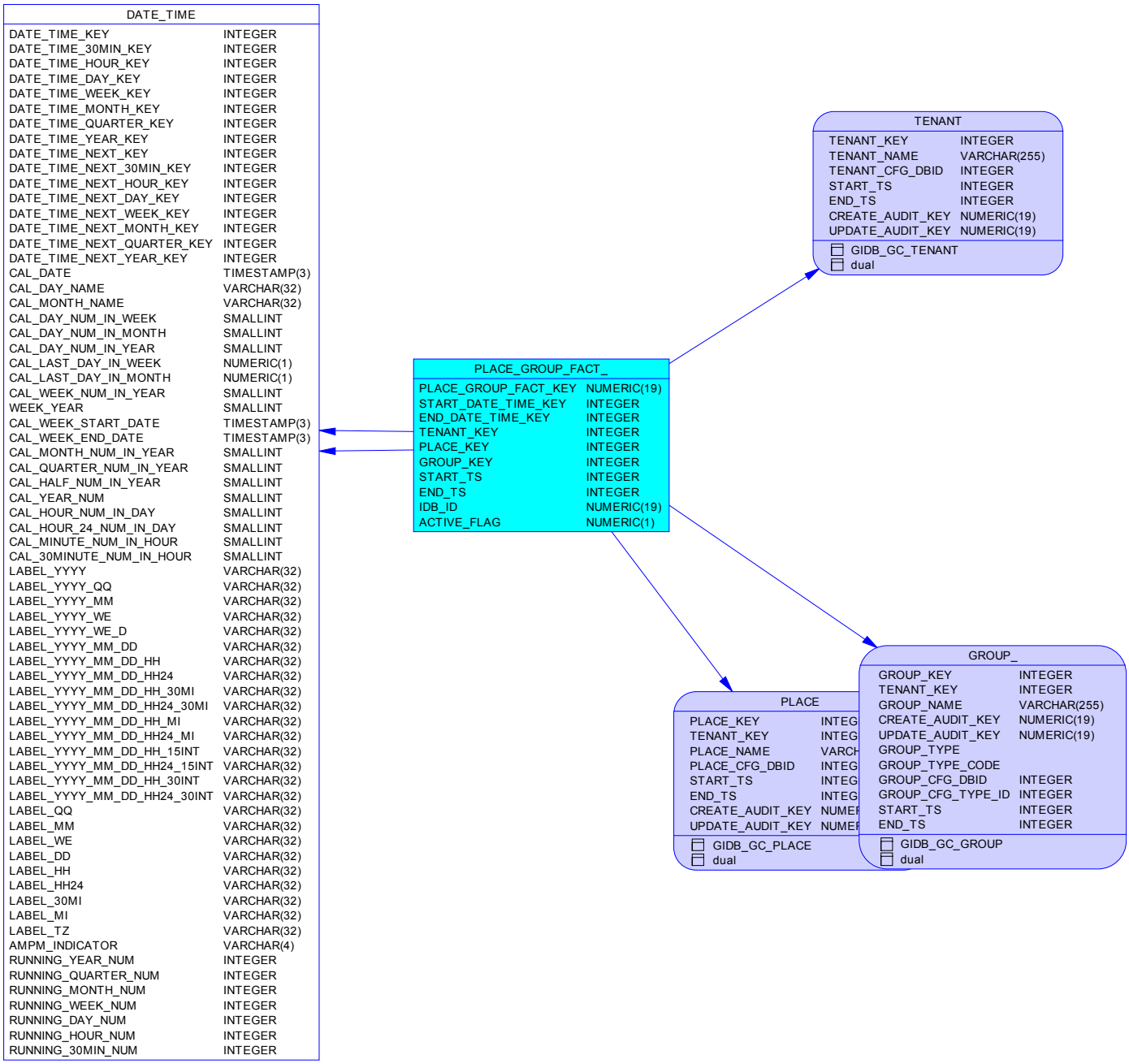
This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.

Subject Area Dimensional Model 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.

Code	Comment
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.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

Place_Group Subject Area



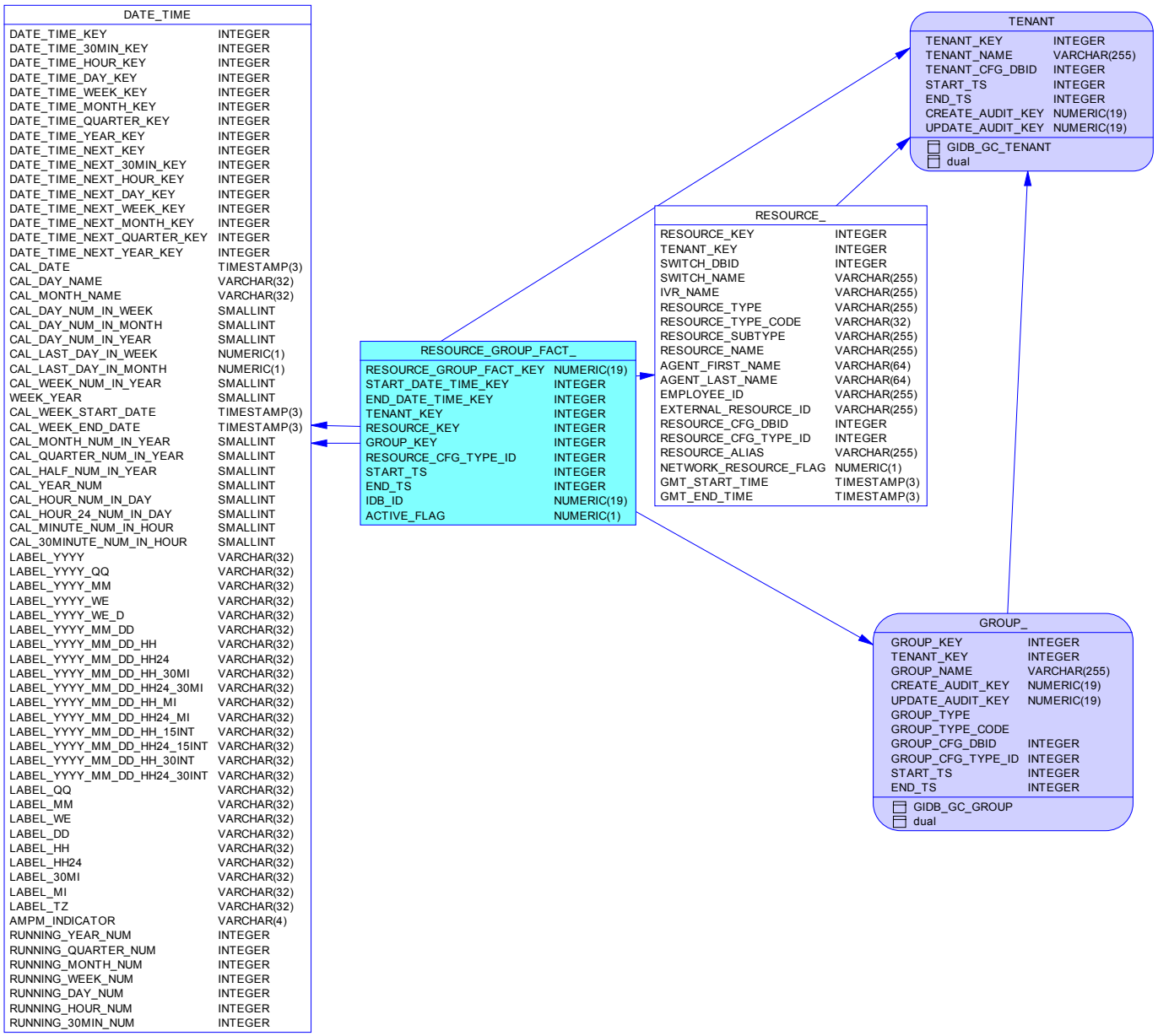
Description

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

Subject Area Dimensional Model 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



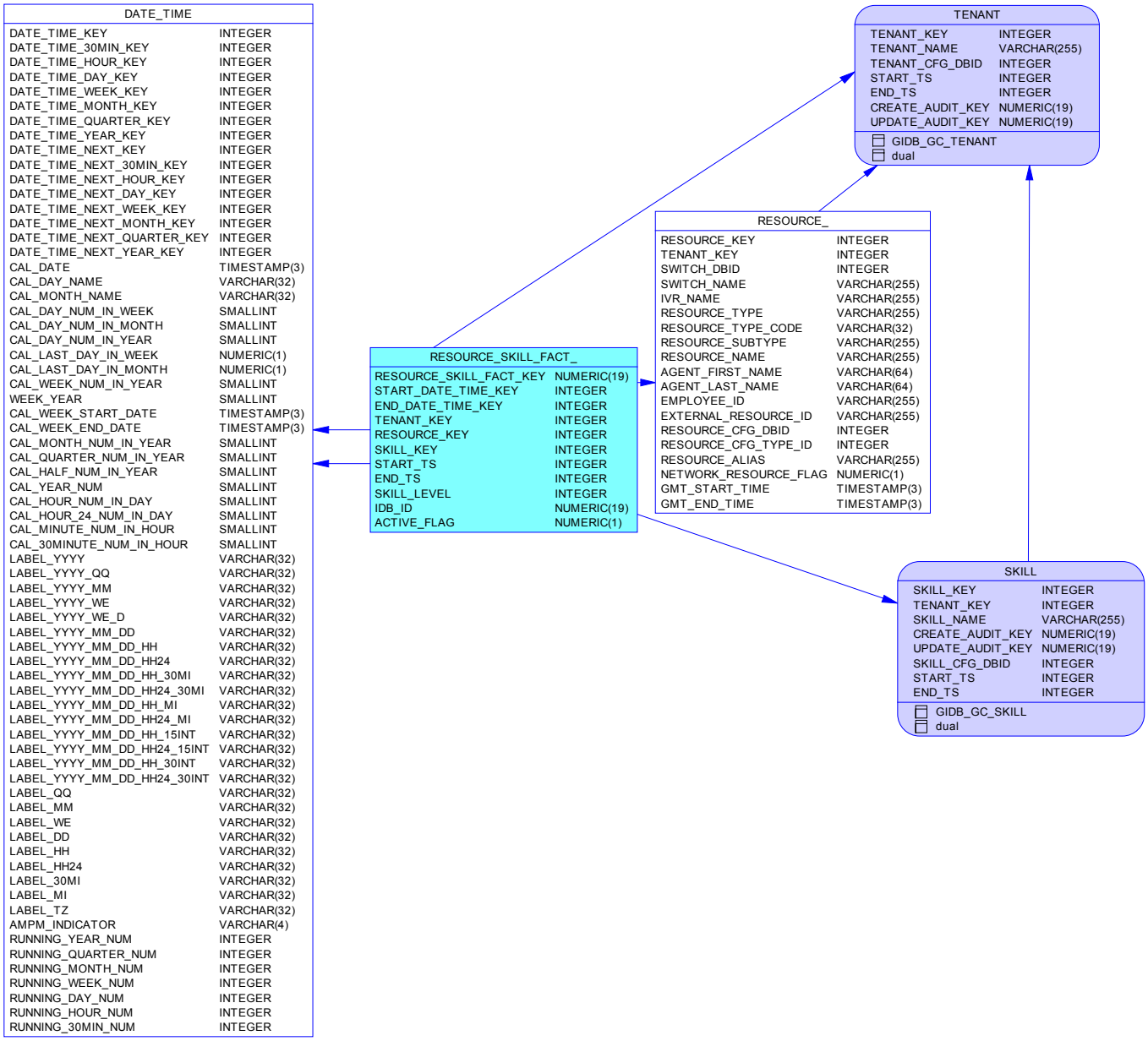
Description

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

Subject Area Dimensional Model 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



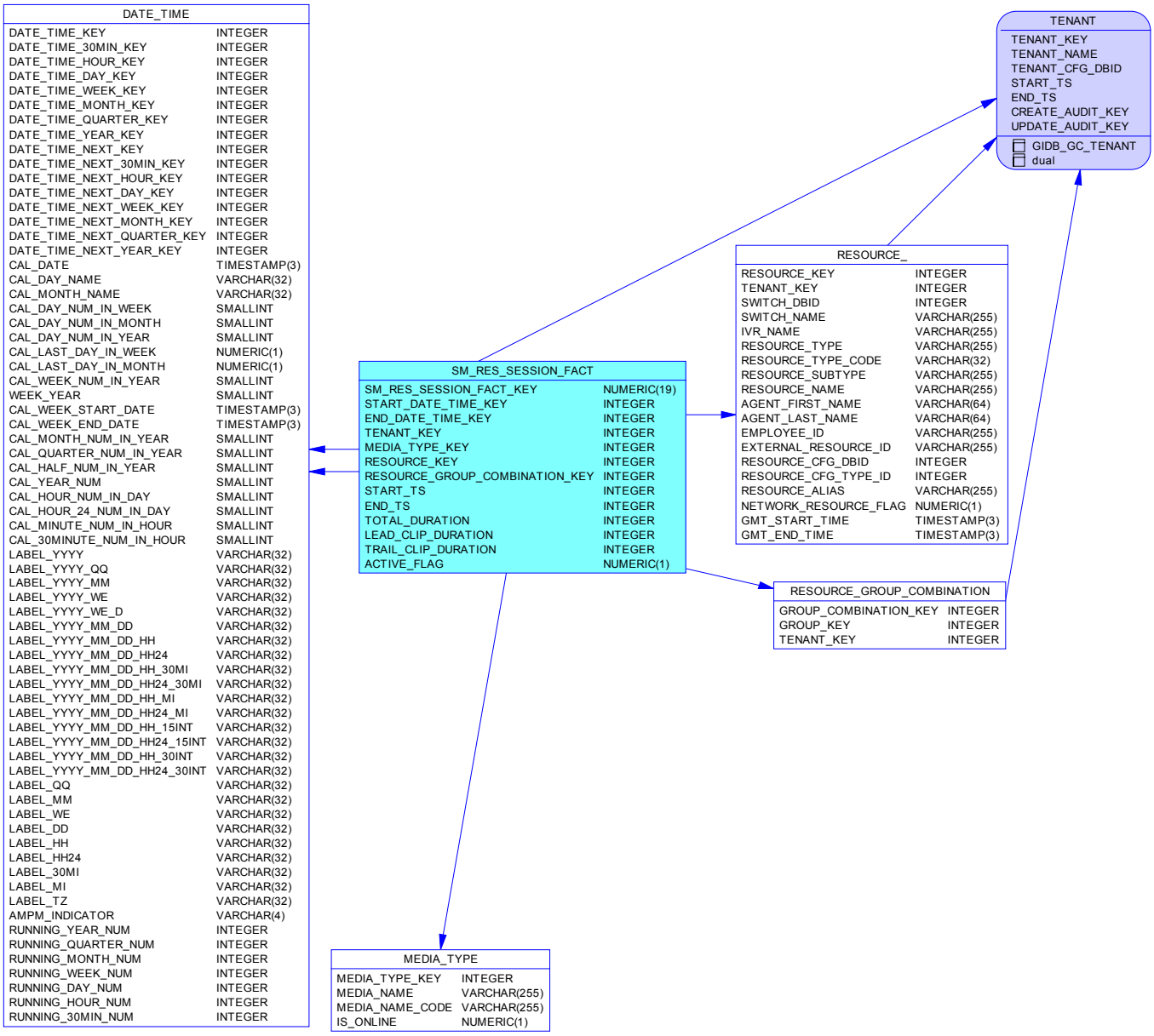
Description

This subject area represents the skill resumes of agent resources.

Subject Area Dimensional Model 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

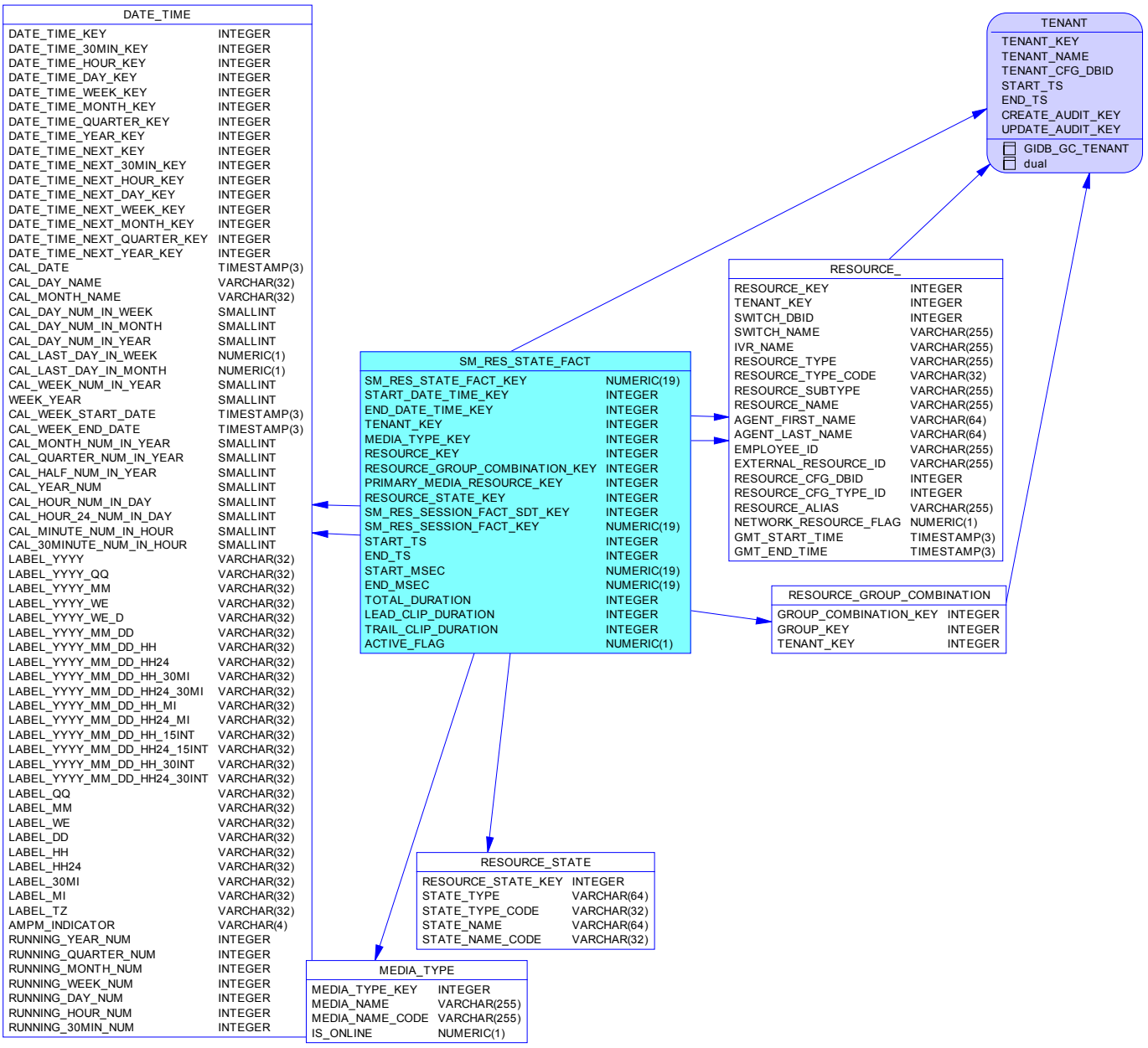
This subject area represents agent resource media sessions from login to logout, summarized to the media type.

Subject Area Dimensional Model 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.

Code	Comment
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



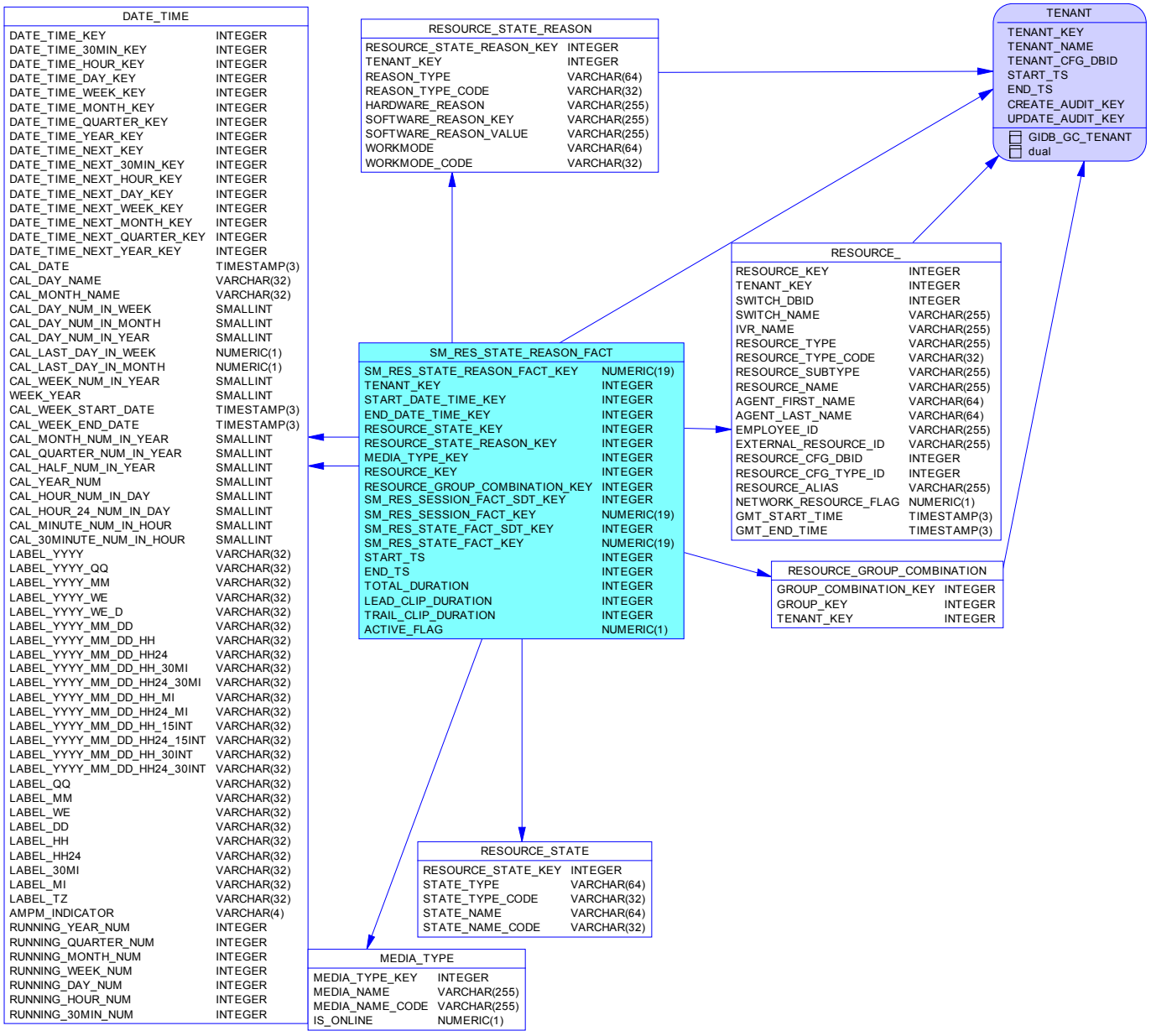
Description

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

Subject Area Dimensional Model 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 Dimensional Model 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.

Code	Comment
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. Starting with release 8.1.2, these tables can be configured to also complement the data in the MEDIATION_SEGMENT_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:

- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- CALL_RESULT
- 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
- RECORD_FIELD_GROUP_1
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_*
- WORKBIN

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.

A majority of the dimension 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

Genesys Info Mart database schema includes a number of dimension views that are provided on top of certain dimension tables. Dimension views can be used for reporting similarly to dimension tables. Moreover, where both a table and a view are available in the schema, dimention views are recommended to be queried for reporting purposes. For this reason, this document does not provide detailed descriptions of the following dimension tables:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

See Chapter 4, "Genesys Info Mart Views", on page 203, for descriptions of dimension views including those that correspond to the above tables.

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_ETL_HISTORY
- CTL_EXTRACT_HISTORY
- CTL_TRANSFORM_HISTORY

Refer to Appendix B for descriptions of these tables or corresponding views.

Note: Genesys recommends that you query operational data through views rather than from the control tables directly.

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

The following control table is created on a PostgreSQL database by a special job, Job_UpdateStats, for purposes of database maintenance and query performance improvement. The table is purely internal and should not be used for either reporting or administrative needs:

- CTL_STAT_USER_TABLES

The views that Job_UpdateStats creates along with the table also serve internal purposes, and, for this reason, they are *not* described in Appendix B:

- RUN_STATS_PARAMETERS
- RUN_ANALYZE_TABLES
- RUN_VACUUM_TABLES

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_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_RES_VQ_HIST_MM
- GIDB_G_ROUTE_RES_VQ_HIST_V
- GIDB_G_ROUTE_RESULT_MM
- GIDB_G_ROUTE_RESULT_V
- GIDB_GC_FIELD
- GIDB_GC_FILTER
- 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_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_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_ANNEX
- GIDB_GC_APPLICATION
- GIDB_GC_ATTR_VALUE
- GIDB_GC_BUS_ATTRIBUTE
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAIGN
- GIDB_GC_ENDPOINT
- 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_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:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY (provided for those tables that can be updated)

Genesys Info Mart does not extract data from the IDB system fields that have no meaning for contact center reports. 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 8.1 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

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG_ACTIVE_THREAD
- STG_THREAD_AGENT
- STG_THREAD_AGENTRPY

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 252. 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.

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG_ACTIVE_THREAD
- STG_THREAD_AGENT
- STG_THREAD_AGENTRPY

Table ANCHOR_FLAGS

This dimension table contains possible combinations of flags that indicate the first participation of an agent in a particular interaction, in a reply within a particular interaction, in a particular interaction thread, or in a reply within a particular interaction thread, as well as the first participation by any handling resource in the thread. Each row represents the mapping of a distinct combination of values that are actually set in the ANCHOR_FLAGS_KEY field in the INTERACTION_RESOURCE_FACT table by means of a bit mask.

This dimension enables IRFs to be described based on a number of aspects of participation in an interaction thread at the same time, and it enables downstream reporting applications to report thread metrics for agent and other handling resources at the agent level and at the tenant level.

Column List

Code	Data Type	P	M	F	DV
ANCHOR_FLAGS_KEY	INTEGER	X	X		
FIRST_ENGAGE_FOR_AGENT_IXN	NUMERIC(1)		X		
FIRST_REPLY_FOR_AGENT_IXN	NUMERIC(1)		X		
FIRST_ENGAGE_FOR_AGENT_THRD	NUMERIC(1)		X		
FIRST_REPLY_FOR_AGENT_THRD	NUMERIC(1)		X		
FIRST_ENGAGE_THRD	NUMERIC(1)		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		

Column ANCHOR_FLAGS_KEY

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

Column FIRST_ENGAGE_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into the interaction--for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding

workbin hold). Unlike the other flags, which can be set for multimedia interactions only, this flag can also apply to voice interactions.

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set when the agent's first participation in an interaction is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction--for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Column FIRST_REPLY_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in a reply within the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for the interaction--for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). If the interaction contains more than one OutboundReply, this flag applies to the agent's first participation in any one of them. The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction--for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for an interaction might also be the agent's first participation in the interaction, which is indicated in FIRST_ENGAGE_FOR_AGENT_IXN.

Column FIRST_ENGAGE_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by that agent in any of the interactions in a thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into any one of the interactions in the thread--for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold).

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set if the agent's first participation in the interaction thread is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction--for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Column FIRST_REPLY_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by the agent in a reply for any of the interactions in the thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for any one of the interactions in the thread--for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction--for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for a thread might also be the agent's first participation in the thread, which is indicated in FIRST_ENGAGE_FOR_AGENT_THRD.

Column FIRST_ENGAGE_THRD

Indicates whether this is the first participation, by any handling resource, in the interaction thread: 0 = No, 1 = Yes.

This flag is set in the IRF for the handling resource (agent or strategy) that first participates in the thread--for example, when an agent accepts an Inbound interaction, or when a strategy generates an AutoResponse.

IRFs in which this flag is set also have IRF_ANCHOR = 1.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 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	INTEGER	X	X		
CAUSE	VARCHAR(255)				
CAUSE_ID	INTEGER				
CAUSE_CODE	VARCHAR(255)				
DESCRIPTOR	VARCHAR(255)				
DESCRIPTOR_CODE	VARCHAR(255)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
CALL_RESULT	VARCHAR(32)				
CALL_RESULT_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Subject Areas

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

Table CALL_TYPE

This table is reserved.

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	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
CAMPAIGN_KEY	INTEGER		X	X	
CALLING_LIST_KEY	INTEGER		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	INTEGER				
CAMP_GROUP_SESSION_FACT_KEY	NUMERIC(19)			X	
GMT_TS	INTEGER				
TOTAL_RECORDS	INTEGER				
NOT_PROCESSED_RECORDS	INTEGER				
TOTAL_CONTACTS	INTEGER				
NOT_PROCESSED_CONTACTS	INTEGER				

Code	Data Type	P	M	F	DV
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 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.

Column CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_ SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

Column CAMP_GROUP_SESSION_FACT_KEY

The value of 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 (where a set of chained records for the same customer is considered to be one contact).

Column NOT_PROCESSED_CONTACTS

The total number of contacts in the calling list that have not been processed (where a set of chained records for the same customer is considered to be one contact).

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 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	INTEGER		X	X	
CAMPAIGN_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
START_TS	INTEGER				
END_TS	INTEGER				
TOTAL_DURATION	INTEGER				
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 that are 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 that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column START_TS

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

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which the 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	INTEGER	X	X		
CAMPAIGN_GROUP_STATE	VARCHAR(32)				
CAMPAIGN_GROUP_STATE_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to one of the following values:

- NULL
- LOADED
- STARTED
- UNLOADING

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER		X	X	
CAMPAIGN_KEY	INTEGER		X	X	
GROUP_KEY	INTEGER		X	X	
CAMPAIGN_GROUP_STATE_KEY	INTEGER		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	INTEGER				
CAMP_GROUP_SESSION_FACT_KEY	NUMERIC(19)			X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
START_TS	INTEGER				
END_TS	INTEGER				
TOTAL_DURATION	INTEGER				
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_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_ SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

Column CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table. This surrogate key is used to join this campaign group state fact to its campaign group session fact. In other words, this key 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 that are 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 that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column START_TS

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

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which 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.

Column List

Code	Data Type	P	M	F	DV
CONTACT_ATTEMPT_FACT_KEY	NUMERIC(19)	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
DIALING_MODE_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X		-1
PLACE_KEY	INTEGER		X	X	
CAMPAIGN_KEY	INTEGER		X	X	
GROUP_KEY	INTEGER		X	X	
CPD_RESULT_KEY	INTEGER		X	X	
CALL_RESULT_KEY	INTEGER		X	X	
RECORD_TYPE_KEY	INTEGER		X	X	
RECORD_STATUS_KEY	INTEGER		X	X	
CALLING_LIST_KEY	INTEGER		X	X	
CONTACT_INFO_TYPE_KEY	INTEGER		X	X	
TIME_ZONE_KEY	INTEGER		X	X	
ATTEMPT_DISPOSITION_KEY	INTEGER		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	INTEGER				
CAMP_GROUP_SESSION_FACT_KEY	NUMERIC(19)			X	
CALLID	VARCHAR(64)				
RECORD_FIELD_GROUP_1_KEY	INTEGER		X	X	
RECORD_FIELD_GROUP_2_KEY	INTEGER		X		
START_TS	INTEGER				
END_TS	INTEGER				
CALL_ATTEMPT_ID	VARCHAR(64)				
RECORD_ID	INTEGER				
CHAIN_ID	INTEGER				
CHAIN_N	INTEGER				
CONTACT_INFO	VARCHAR(255)				
ATTEMPT_ORDINAL	INTEGER				
DAILY_FROM_SECONDS	INTEGER				
DAILY_UNTIL_SECONDS	INTEGER				
DAILY_FROM_TIME	INTEGER				
DAILY_UNTIL_TIME	INTEGER				
DAILY_FROM_TIME_KEY	INTEGER				

Code	Data Type	P	M	F	DV
DAILY_UNTIL_TIME_KEY	INTEGER				
CONTACT_DAILY_FROM_TIME	TIMESTAMP(3)				
CONTACT_DAILY_UNTIL_TIME	TIMESTAMP(3)				
DIAL_SCHED_TIME	INTEGER				
DIAL_SCHED_TIME_KEY	INTEGER				
CONTACT_DIAL_SCHED_TIME	TIMESTAMP(3)				
OVERDIAL_FLAG	NUMERIC(1)				
CONTACT_COMPLETE_FLAG	NUMERIC(1)				
RPC_FLAG	NUMERIC(1)				
CONVERSION_FLAG	NUMERIC(1)				
CPD_DIAL_COUNT	SMALLINT				0
CPD_DIAL_DURATION_MS	INTEGER				0
CPD_COUNT	SMALLINT				0
CPD_DURATION_MS	INTEGER				0
CPD_TRANSFER_COUNT	SMALLINT				0
CPD_TRANSFER_DURATION_MS	INTEGER				0
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)				
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	INTEGER				
RECORD_FIELD_12	INTEGER				
RECORD_FIELD_13	INTEGER				
RECORD_FIELD_14	INTEGER				
RECORD_FIELD_15	INTEGER				
RECORD_FIELD_16	INTEGER				
RECORD_FIELD_17	INTEGER				
RECORD_FIELD_18	INTEGER				
RECORD_FIELD_19	INTEGER				
RECORD_FIELD_20	INTEGER				
RECORD_FIELD_21	INTEGER				
RECORD_FIELD_22	INTEGER				
RECORD_FIELD_23	INTEGER				
RECORD_FIELD_24	INTEGER				

Code	Data Type	P	M	F	DV
RECORD_FIELD_25	INTEGER				
RECORD_FIELD_26	INTEGER				
RECORD_FIELD_27	INTEGER				
RECORD_FIELD_28	INTEGER				
RECORD_FIELD_29	INTEGER				
RECORD_FIELD_30	INTEGER				
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 that are 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 that are 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 in order to identify the person who indicated that this contact attempt is processed. Note that this resource is not necessarily the same resource that handled the outbound call.

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" (-2) value if the Agent does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

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_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

Column CAMP_GROUP_SESSION_FACT_KEY

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

Column CALLID

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

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 at which the contact attempt began.

Column END_TS

The UTC-equivalent value of the date and time at which 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 calling list 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 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 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 CPD_DIAL_COUNT

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

Column CPD_DIAL_DURATION_MS

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

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

Column CPD_COUNT

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

Column CPD_DURATION_MS

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

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

Column CPD_TRANSFER_COUNT

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

Column CPD_TRANSFER_DURATION_MS

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

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

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	INTEGER	X	X		
CONTACT_INFO_TYPE	VARCHAR(32)				
CONTACT_INFO_TYPE_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to 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
EMAIL_ADDRESS

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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, the DATE_TIME calendar is a Gregorian, not a fiscal, calendar. 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 customizing settings in the date-time configuration section before Genesys Info Mart is initialized, you can change the week starting day, the minimum number of days in the first week of the year, and the time zone. Alternatively, by changing the "fiscal-year-week-pattern" setting, you can configure the calendar to be a fiscal one.

If you want to change any of the fundamental features of the DATE_TIME dimension during runtime, you must take special steps to avoid introducing inconsistencies into your calendar data and compromising your reporting results. For information about changing calendar settings during runtime, see the procedure about changing calendar options in the *Genesys Info Mart Operations Guide.*

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	INTEGER	X	X		
DATE_TIME_30MIN_KEY	INTEGER		X		
DATE_TIME_HOUR_KEY	INTEGER		X		
DATE_TIME_DAY_KEY	INTEGER		X		
DATE_TIME_WEEK_KEY	INTEGER		X		
DATE_TIME_MONTH_KEY	INTEGER		X		
DATE_TIME_QUARTER_KEY	INTEGER		X		
DATE_TIME_YEAR_KEY	INTEGER		X		
DATE_TIME_NEXT_KEY	INTEGER		X		
DATE_TIME_NEXT_30MIN_KEY	INTEGER		X		
DATE_TIME_NEXT_HOUR_KEY	INTEGER		X		
DATE_TIME_NEXT_DAY_KEY	INTEGER		X		

Code	Data Type	P	M	F	DV
DATE_TIME_NEXT_WEEK_KEY	INTEGER		X		
DATE_TIME_NEXT_MONTH_KEY	INTEGER		X		
DATE_TIME_NEXT_QUARTER_KEY	INTEGER		X		
DATE_TIME_NEXT_YEAR_KEY	INTEGER		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		
CAL_DATE	TIMESTAMP(3)		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	TIMESTAMP(3)		X		
CAL_WEEK_END_DATE	TIMESTAMP(3)		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		
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		

Code	Data Type	P	M	F	DV
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	INTEGER		X		
RUNNING_QUARTER_NUM	INTEGER		X		
RUNNING_MONTH_NUM	INTEGER		X		
RUNNING_WEEK_NUM	INTEGER		X		
RUNNING_DAY_NUM	INTEGER		X		
RUNNING_HOUR_NUM	INTEGER		X		
RUNNING_30MIN_NUM	INTEGER		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 field is set to one of the following values:

 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 field is set to one of the following values:

 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.
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.

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.
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	INTEGER	X	X		
DIALING_MODE	VARCHAR(32)				
DIALING_MODE_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Subject Areas

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

Table GROUP_ANNEX

This table stores additional configuration data for configuration objects of the following types:

- Agent Group
- DN Group

The data is based on the records that are stored in the GC_ANNEX table of the configuration IDB for these configuration objects. Genesys Interactive Insights uses the data to control visibility for certain data and reports.

A new row is issued for each geographical location, business line, or organizational structure attribute that is specified for a resource group as a configuration option on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

Column List

Code	Data Type	P	M	F	DV
GROUP_KEY	INTEGER	X	X		
TENANT_KEY	INTEGER		X		
SECTIONNAME	VARCHAR(255)	X	X		
KEYNAME	VARCHAR(255)	X	X		
VALUE	VARCHAR(255)				
END_TS	INTEGER		X		
CFGOBJECTID	INTEGER		X		
CFGOBJECTTYPE	NUMERIC(3)		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		
ACTIVE_FLAG	NUMERIC(1)		X		

Column GROUP_KEY

The primary key that is used to join this table to the GROUP_ dimension.

Column TENANT_KEY

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

Column SECTIONNAME

The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective Agent Group or DN Group record.

Column KEYNAME

The name of the configuration option that specifies the geographical location, business line, or organization structure and that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.KEYNAME field in IDB for a respective Agent Group or DN Group record.

Column VALUE

The value of the specified configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective Agent Group or DN Group record.

Column END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective Agent Group or DN Group record.

Column CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective Agent Group or DN Group record.

Column CFGOBJECTTYPE

The type of the configuration object: Agent Group or DN Group. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective Agent Group or DN Group record.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

Index List

Code	U	C	Description
I_GROUP_ANNEX	X		Improves access time, based on dimension values.
I_GROUP_ANNEX_END_TS			Improves access time, based on the End Timestamp.

Index I_GROUP_ANNEX_END_TS

Name	Sort
END_TS	Ascending

Index I_GROUP_ANNEX

Name	Sort
CFGOBJECTID	Ascending
CFGOBJECTTYPE	Ascending
KEYNAME	Ascending
SECTIONNAME	Ascending

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. The values are populated from the user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

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 the *Genesys Info Mart Deployment Guide* for more information.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_DESCRIPTOR_KEY	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
CUSTOMER_SEGMENT	VARCHAR(170)		X		DEFAULT_CUSTOMER_SEGMENT
SERVICE_TYPE	VARCHAR(170)		X		DEFAULT_SERVICE_TYPE
SERVICE_SUBTYPE	VARCHAR(170)		X		DEFAULT_SERVICE_SUBTYPE
BUSINESS_RESULT	VARCHAR(170)		X		DEFAULT_BUSINESS_RESULT

Code	Data Type	P	M	F	DV
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

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. The default value, DEFAULT_CUSTOMER_SEGMENT, is the same as the default value populated for the CUSTOMER_SEGMENT KVP in the CTL_UD_TO_UDE_MAPPING table.

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. The default value, DEFAULT_SERVICE_TYPE, is the same as the default value populated for the SERVICE_TYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

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. The default value, DEFAULT_SERVICE_SUBTYPE, is the same as the default value populated for the SERVICE_SUBTYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

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. The default value, DEFAULT_BUSINESS_RESULT, is the same as the default value populated for the BUSINESS_RESULT KVP in the CTL_UD_TO_UDE_MAPPING table.

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_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	INTEGER		X	X	
INTERACTION_TYPE_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
MEDIA_SERVER_ROOT_IXN_ID	NUMERIC(20)				
MEDIA_SERVER_IXN_ID	NUMERIC(20)				
MEDIA_SERVER_ROOT_IXN_GUID	VARCHAR(50)				

Code	Data Type	P	M	F	DV
MEDIA_SERVER_IXN_GUID	VARCHAR(50)				
SOURCE_ADDRESS	VARCHAR(255)				
TARGET_ADDRESS	VARCHAR(255)				
SUBJECT	VARCHAR(255)				
STATUS	SMALLINT		X		0
START_TS	INTEGER				
END_TS	INTEGER				
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER				
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the interaction ID of the root interaction in the thread; otherwise, this field is null. This value might not be unique.

Note: A configuration option, max-thread-duration-after-inactive-in-days, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction, and subsequent continuations of the new thread will refer to this interaction as the root interaction.

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

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the root interaction GUID that represents the original interaction in the thread, as reported by the interaction media server and ICON; otherwise, this field is null. This value might not be unique.

Note: A configuration option, max-thread-duration-after-inactive-in-days, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction; however, subsequent continuations of the new thread will still refer to the original root interaction GUID, as reported by ICON.

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 STATUS

Transformation status of the interaction fact data. This field is set to one of the following values:

0--No errors were encountered.
1--An unspecified error was encountered.
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, that either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
13--The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
14--The cycle was found in the results of the IRF transformation.
15--Merge processing discarded a stuck G_CALL record.
16--Merge processing discarded a stuck G_IR record.
17--A negative duration was detected during IRF, MSF, or IRSF transformation.
18--The value of the ServiceObjective KVP is not a number.
19--The record in the G_CALL table refers to a nonexistent call.
20--A history record with the change type of terminated is followed by another history record for the same party.
21--The value of the VQID in the G_ROUTE_RESULT table is not unique.
22--The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
23--The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
24--The value of the PARTYGUID in transformation results is not unique.
25--No parties are detected as being associated with this call.

Column START_TS

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

Column END_TS

The UTC-equivalent value of the date and time at which 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 that are 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 that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 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 IVRs.

Customer-related counts and durations are provided to categorize the time that is spent on the interactions in which customers are present, regardless of whether the customer is internal or external. (For clarifications of customer metrics, refer to the *Genesys Info Mart User's Guide.*)

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 activities of the Genesys router by identifying the target that was selected and the list of skills that were requested to process the IRF.

The ANCHOR_FLAGS dimension identifies aspects of a handling resource's participation in interactions that are relevant for metrics about unique participations in an interaction or thread.

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	INTEGER		X	X	
INTERACTION_TYPE_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
TECHNICAL_DESCRIPTOR_KEY	INTEGER		X	X	
MEDIA_RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X	X	
PLACE_KEY	INTEGER		X	X	
STRATEGY_KEY	INTEGER		X	X	
ROUTING_TARGET_KEY	INTEGER		X	X	
REQUESTED_SKILL_KEY	INTEGER		X	X	
INTERACTION_SDT_KEY	INTEGER				
INTERACTION_ID	NUMERIC(19)		X	X	
RES_PREVIOUS_SM_STATE_KEY	INTEGER		X	X	
RES_PREV_SM_STATE_FACT_SDT_KEY	INTEGER				
RES_PREVIOUS_SM_STATE_FACT_KEY	NUMERIC(19)			X	
RESOURCE_KEY	INTEGER		X	X	
LAST_RP_RESOURCE_KEY	INTEGER		X	X	
LAST_QUEUE_RESOURCE_KEY	INTEGER		X	X	
LAST_VQUEUE_RESOURCE_KEY	INTEGER		X		
LAST_IVR_RESOURCE_KEY	INTEGER		X	X	
PREV_IRF_SDT_KEY	INTEGER				
PREV_IRF_ID	NUMERIC(19)				

Code	Data Type	P	M	F	DV
MEDIATION_SEGMENT_SDT_KEY	INTEGER				
MEDIATION_SEGMENT_ID	NUMERIC(19)				
MEDIATION_RESOURCE_KEY	INTEGER		X	X	
MEDIATION_START_DATE_TIME_KEY	INTEGER				
INTERACTION_RESOURCE_ORDINAL	SMALLINT				
IRF_ANCHOR	NUMERIC(1)				
IRF_ANCHOR_DATE_TIME_KEY	INTEGER				
ANCHOR_FLAGS_KEY	INTEGER			X	
LAST_INTERACTION_RESOURCE	NUMERIC(1)				
LAST_MEDIATION_SEGMENT_SDT_KEY	INTEGER				
LAST_MEDIATION_SEGMENT_ID	NUMERIC(19)				
RECEIVED_FROM_IXN_RES_SDT_KEY	INTEGER				
RECEIVED_FROM_IXN_RESOURCE_ID	NUMERIC(19)				
PARTYGUID	VARCHAR(50)				
LEAD_CLIP_DURATION	INTEGER				
TRAIL_CLIP_DURATION	INTEGER				
ROUTING_POINT_DURATION	INTEGER				
QUEUE_DURATION	INTEGER				
IVR_PORT_DURATION	INTEGER				
HANDLE_COUNT	SMALLINT				
CUSTOMER_HANDLE_COUNT	SMALLINT				
PREVIOUS_MEDIATION_DURATION	INTEGER				
MEDIATION_DURATION	INTEGER				
MEDIATION_COUNT	SMALLINT				
MET_SERVICE_OBJECTIVE_FLAG	NUMERIC(1)				
SHORT_ABANDONED_FLAG	NUMERIC(1)				
STOP_ACTION	NUMERIC(1)				
DIAL_COUNT	SMALLINT				
DIAL_DURATION	INTEGER				
RING_COUNT	SMALLINT				
RING_DURATION	INTEGER				
TALK_COUNT	SMALLINT				
TALK_DURATION	INTEGER				
HOLD_COUNT	SMALLINT				
HOLD_DURATION	INTEGER				
AFTER_CALL_WORK_COUNT	SMALLINT				
AFTER_CALL_WORK_DURATION	INTEGER				
CUSTOMER_DIAL_COUNT	SMALLINT				
CUSTOMER_DIAL_DURATION	INTEGER				
CUSTOMER_RING_COUNT	SMALLINT				

Code	Data Type	P	M	F	DV
CUSTOMER_RING_DURATION	INTEGER				
CUSTOMER_TALK_COUNT	SMALLINT				
CUSTOMER_TALK_DURATION	INTEGER				
CUSTOMER_HOLD_COUNT	SMALLINT				
CUSTOMER_HOLD_DURATION	INTEGER				
CUSTOMER_ACW_COUNT	SMALLINT				
CUSTOMER_ACW_DURATION	INTEGER				
POST_CONS_XFER_TALK_COUNT	SMALLINT				
POST_CONS_XFER_TALK_DURATION	INTEGER				
POST_CONS_XFER_HOLD_COUNT	SMALLINT				
POST_CONS_XFER_HOLD_DURATION	INTEGER				
POST_CONS_XFER_RING_COUNT	SMALLINT				
POST_CONS_XFER_RING_DURATION	INTEGER				
CONF_INIT_TALK_COUNT	SMALLINT				
CONF_INIT_TALK_DURATION	INTEGER				
CONF_INIT_HOLD_COUNT	SMALLINT				
CONF_INIT_HOLD_DURATION	INTEGER				
CONF_JOIN_RING_COUNT	SMALLINT				
CONF_JOIN_RING_DURATION	INTEGER				
CONF_JOIN_TALK_COUNT	SMALLINT				
CONF_JOIN_TALK_DURATION	INTEGER				
CONF_JOIN_HOLD_COUNT	SMALLINT				
CONF_JOIN_HOLD_DURATION	INTEGER				
CONFERENCE_INITIATED_COUNT	SMALLINT				
CONS_INIT_DIAL_COUNT	SMALLINT				
CONS_INIT_DIAL_DURATION	INTEGER				
CONS_INIT_TALK_COUNT	SMALLINT				
CONS_INIT_TALK_DURATION	INTEGER				
CONS_INIT_HOLD_COUNT	SMALLINT				
CONS_INIT_HOLD_DURATION	INTEGER				
CONS_RCV_RING_COUNT	SMALLINT				
CONS_RCV_RING_DURATION	INTEGER				
CONS_RCV_TALK_COUNT	SMALLINT				
CONS_RCV_TALK_DURATION	INTEGER				
CONS_RCV_HOLD_COUNT	SMALLINT				
CONS_RCV_HOLD_DURATION	INTEGER				
CONS_RCV_ACW_COUNT	SMALLINT				
CONS_RCV_ACW_DURATION	INTEGER				
AGENT_TO_AGENT_CONS_COUNT	SMALLINT				
AGENT_TO_AGENT_CONS_DURATION	INTEGER				

Code	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER			X	
START_TS	INTEGER				
END_TS	INTEGER				
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 type of the interaction. 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 participation of the IRF resource 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 IRF resource, this key refers to the DN of the agent or of the IVR; 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" (-2) dimension value if the IRF resource belongs to no

group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

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" (-2) dimension value.

Column INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the INTERACTION_ID field. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

Column INTERACTION_ID

The value of 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_PREV_SM_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, RES_PREV_SM_STATE_FACT_SDT_KEY in combination with

RES_PREVIOUS_SM_STATE_FACT_KEY forms a value of the composite primary key for the SM_RES_STATE_FACT table.

Column RES_PREVIOUS_SM_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join this table to the SM_RES_STATE_FACT table, 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" (-2) 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" (-2) 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" (-2) 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 that the interaction passed through prior to arriving at the IRF resource. (Self-service IVRs generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve an IVR resource. If the

interaction that this IRF represents ended in an IVR resource, this value is the same as RESOURCE_KEY. The field is populated for voice interactions only.

Column PREV_IRF_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by PREV_IRF_ID. On a partitioned database, PREV_IRF_SDT_KEY in combination with PREV_IRF_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

Column PREV_IRF_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. 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 field is set to one of the following values:

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 field is set to one of the following values:

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_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

Column MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the mediation resource that distributed the interaction. This value is populated for the following mediation resources:

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

This field is also populated with propagated mediation information for an IRF resource that:

o Initiated a consultation interaction (for voice or multimedia interactions).
o Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_SEGMENT_ID contains only propagated information.

This value is NULL in all other cases.

Column MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension that identifies the mediation resource that distributed the interaction. The key is provided for the following mediation DNs:

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

This field is also populated with propagated mediation information for an IRF resource that:

o Initiated a consultation interaction (for voice or multimedia interactions).
o Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_RESOURCE_KEY of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_RESOURCE_KEY contains only propagated information.

This key references the default "No Resource" (-2) dimension value in all other cases.

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

For offline multimedia interactions, this field helps to identify the start of a 15-minute interval in which the first reply for this interaction was sent. Use this value as a surrogate key to join to any configured DATE_TIME dimension.

This field is set to the key value for 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.
o An IRF that is created for a voice interaction.

Column ANCHOR_FLAGS_KEY

The surrogate key that is used to join the ANCHOR_FLAGS dimension to the fact tables, to provide indications about first participations in interactions and threads.

Column LAST_INTERACTION_RESOURCE

This field is reserved.

Column LAST_MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the LAST_MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

Column LAST_MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the MSF row that describes the last mediation resource that was involved in the interaction during an attempt to reach a handling resource, regardless of whether the attempt to reach the handling resource succeeded.

The field is also populated with propagated mediation information for an IRF resource that:

o Initiates a consultation interaction (for voice or multimedia interactions)
o Initiates a reply (for offline multimedia interactions)

The propagated information indicates the last mediation resource that was involved in the attempt to distribute the parent interaction to this IRF resource. In these cases, the value of the field is the LAST_MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. In IRF records in which the LAST_MEDIATION_SEGMENT_ID contains only propagated information, the value of the MEDIATION_COUNT is 0.

The value of this field is NULL in all other cases.

Column RECEIVED_FROM_IXN_RES_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the RECEIVED_FROM_IXN_RESOURCE_ID field. On a partitioned database, RECEIVED_FROM_IXN_RES_SDT_KEY in combination with RECEIVED_FROM_IXN_ RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

Column RECEIVED_FROM_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the resource, if any, that originated the consultation with, transfer to, or conference with, the handling resource that is the subject of this IRF record.

The value of this field is NULL in all other cases.

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 participation of the IRF resource in the interaction. This duration is measured from the start of the participation of the IRF resource 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 participation of the IRF resource in the interaction. This duration is measured from the start of the last interval to the end of the participation of the IRF resource 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.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts, population of this field changed between release 8.1.1 and release 8.1.2, and again between release 8.1.3 and release 8.1.4.

o In release 8.1.1, this field includes only the duration in the last routing strategy resource.
o Starting with release 8.1.2, this field includes all durations that the IRF spent in routing strategy resources for the parties that Genesys Info Mart reports for that interaction. For recognized "runaway strategy" scenarios, if the last resource before Genesys Info Mart skipped parties was a routing point, durations for all the parties that were subsequently skipped are also included. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls when excessive numbers of parties are skipped.)
o Starting with release 8.1.4, this field includes all durations that the IRF spent in routing strategy resources for the interaction.

Note: Recognized "runaway strategy" scenarios involve sequences of routing point and interaction queue or interaction workbin parties that are respectively associated with the same routing point and interaction queue or interaction workbin 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.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts, population of this field changed between release 8.1.1 and release 8.1.2, and again between release 8.1.3 and release 8.1.4.

o In release 8.1.1, this field includes all durations that this IRF spent both in interaction queue or workbin resources and in routing strategy resources with the exception of the time at the last routing strategy resource.

o Starting with release 8.1.2, this field includes all durations that the IRF spent in interaction queue or workbin resources for the parties that Genesys Info Mart reports for that interaction. For recognized "runaway strategy" scenarios, if the last resource before Genesys Info Mart skipped parties was an interaction queue or workbin, durations for all the parties that were subsequently skipped are also included. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls when excessive numbers of parties are skipped.)
o Starting with release 8.1.4, this field includes all durations that the IRF spent in interaction queue or workbin resources for the interaction.

Note: Recognized "runaway strategy" scenarios involve sequences of routing point and interaction queue or interaction workbin parties that are respectively associated with the same routing point and interaction queue or interaction workbin resource.

Column IVR_PORT_DURATION

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

Column HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction or consultation, or initiated an interaction or consultation. The value 0 indicates one of the following:

o The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
o The IVR or agent resource did not accept an offered interaction or consultation, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

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, the value 1 indicates that an IVR or agent resource either accepted an offered interaction when the customer was present, or initiated an outbound interaction. The value 0 indicates one of the following:

o The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
o The IVR or agent resource did not accept an offered interaction when the customer was present, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

The value 0 is also populated for initiated and received consultations, because the customer is not present.

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 IVRs) 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 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 STOP_ACTION

For voice calls, serves as a flag to indicate whether the party that is the subject of the IRF row initiated release of the call. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

While the valid values are consistent for voice and multimedia interactions, their meaning is slightly different.

For voice calls, this field is set to one of the following values:

o NULL (unknown)--The default value that indicates that either the flag is not applicable or information on which party released the call is not available from IDB. This is the case when an empty string is the value of GSYS_EXT_VCH2 in the G_CALL_STAT table in IDB and, therefore, in the GIDB_G_CALL_STAT_V table in GIDB.
o 1 (true)--The resource that is the subject of the IRF row initiated release of the call. This value is the only reliable indicator that the subject of the IRF row was a party to the call at the time when the call was released.
o 0 (false)--The resource that is the subject of the IRF row did not initiate release of the call.

For multimedia interactions, this field is set to one of the following values:

o NULL--The interaction was not stopped at the associated IRF resource. This is the default value.
o 1 (true)--The interaction was stopped by the associated IRF resource.
o 0 (false)--The interaction was stopped at the associated IRF resource by an entity that was not a party to the interaction (for example, a Media Server).

Note: For voice calls, the STOP_ACTION flag is a reliable indicator of whether the subject of the IRF row initiated release of the call except for scenarios for which limitations are described in the Interaction Concentrator 8.0 documentation and may still exist in subsequent releases. These scenarios include, for example, two-step transfer or two-step conference, or a call being terminated while ICON is down.

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 field 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

When this field is populated for voice interactions, the value is 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.

Depending on the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal

workbin an interaction that the resource either received or initiated. (Refer to the *Genesys Info Mart 8.1 Deployment Guide* for definition of a personal workbin.)

Notes:
o If the multimedia handling resource that is associated with the IRF places the interaction into any one of its own personal workbins, the count increases for each placement, whether the resource previously used the same or a different personal workbin for the same interaction.
o This is a base count that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

Column HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Depending on the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves an interaction into its own personal workbin. The hold duration starts when the related IRF resource places the interaction in its personal workbin and ends when either this resource or any other resource takes the interaction out of the workbin. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

Note: This is a base duration that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) 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 a 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, the 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

When this field is populated for voice interactions, the value is 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.

Depending on the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_COUNT. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin a customer interaction that the resource either received or initiated. Collaborations are excluded from consideration.

Column CUSTOMER_HOLD_DURATION

When this field is populated for voice interactions, the value is 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.

Depending on the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_DURATION. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a customer interaction that the resource either received or initiated. The duration excludes hold durations that are associated with initiated or received collaboration requests. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

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. Initiated consultations and 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 initiated consultations and 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

For voice interactions, 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.

For multimedia interactions, this field indicates the number of conferences that were initiated by the IRF resource that were connected (established). Note that, for a multimedia resource, this count equals 0, 1, or a value greater than 1.

Column CONF_INIT_TALK_DURATION

For voice interactions, equals 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.

For multimedia interactions, this field is populated in a manner similar to voice, and it applies to the portion of the IRF that represents the IRF resource as a conference initiator.

Column CONF_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that the resource 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 the resource 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 CONFERENCE_INITIATED_COUNT

The count of conferences that were initiated by the IRF resource.

Note: For multimedia interactions, this field indicates the number of the conferences that were initiated by the IRF resource that were connected (established). This value is the same as CONF_INIT_TALK_COUNT.

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

When this field is populated for voice interactions, the value is 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.

Depending on the value of the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the IRF resource saves into its own personal workbin a collaboration interaction that the resource received.

Column CONS_RCV_HOLD_DURATION

When this field is populated for voice interactions, the value is 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.

Depending on the value of the populate-workbin-as-hold configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a collaboration interaction that the resource received. The hold durations are accumulated as the number of hold counts for received collaborations increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource 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 that are 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 participation of the IRF resource 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 that are 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 at which the participation of the IRF resource in the interaction began.

Column END_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource 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	X		Reserved.
I_IRF_SDT			Improves access time, based on the Start Date Time key.
IDX_IRF_IID			Improves access time, based on the INTERACTION ID.

Index I_IRF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_IRF_PT_GUID

Name	Sort
PARTYGUID	Ascending

Index IDX_IRF_IID

Name	Sort
INTERACTION_ID	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	INTEGER	X	X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		
STATE_NAME	VARCHAR(64)				
STATE_NAME_CODE	VARCHAR(32)				
STATE_ROLE	VARCHAR(64)				
STATE_ROLE_CODE	VARCHAR(32)				
STATE_DESCRIPTOR	VARCHAR(64)				

Code	Data Type	P	M	F	DV
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column STATE_NAME

The media-neutral resource state. This field is set to 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 of an attempt for a new interaction 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 occur 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. This field is set to one of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

Column STATE_ROLE_CODE

The code of the state role. This field is set to 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. This field is set to 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. This field is set to 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	INTEGER	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	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to one of the following values:

- Unknown
- Internal
- Inbound

- Outbound

This value can change with localization.

Column INTERACTION_TYPE_CODE

The interaction type code. This field is set to one of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

Column INTERACTION_SUBTYPE

The interaction subtype. This field is set to 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. This field is set to 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. This field is set to 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data. 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 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. If the link-msf-userdata configuration option is specified for Genesys Info Mart 8.1.2 and higher, a new row is issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. 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	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
CUSTOM_DATA_1	VARCHAR(255)				
CUSTOM_DATA_2	VARCHAR(255)				

Code	Data Type	P	M	F	DV
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 either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. 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.

This field supports character, date/time, or numeric values. (The date/time values are supported starting with release 8.1.201.) The exact data type is specified in the script that you use when creating the custom user data table.

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 resource facts and, starting with release 8.1.2, mediation segment 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. If the link-msf-userdata configuration option is specified for Genesys Info Mart 8.1.2 and higher, a new row is issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The values are populated from the user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	NUMERIC(19)	X	X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
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 either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

Column START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. 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 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 you to associate interaction details with contact attempt details using the following references:

o IRF_USER_DATA_GEN_1.GSW_CALL_ATTEMPT_GUID = CONTACT_ATTEMPT_FACT.CALL_ATTEMPT_ID
o IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID = INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID

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 foreign key that references either an IRF record or, starting with release 8.1.2, an MSF record. The table also includes references to foreign key columns for the predefined dimensions that are based on user data and to a configurable number of Custom_Key columns.

Each row describes a combination of foreign keys to predefined and custom dimensions that characterize the interaction. A new row is issued for each new interaction resource fact. If the link-msf-userdata configuration option is specified for Genesys Info Mart 8.1.2 and higher, a new row is issued for each new mediation segment fact, to store the user data for an interaction that is in mediation.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	NUMERIC(19)	X	X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
INTERACTION_DESCRIPTOR_KEY	INTEGER		X	X	-2

Column INTERACTION_RESOURCE_ID

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

Column START_DATE_TIME_KEY

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

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 or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

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

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	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
MEDIA_RESOURCE_KEY	INTEGER		X	X	
PLACE_KEY	INTEGER		X	X	
INTERACTION_RESOURCE_STATE_KEY	INTEGER		X	X	
INTERACTION_TYPE_KEY	INTEGER		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_SDT_KEY	INTEGER				
INTERACTION_RESOURCE_ID	NUMERIC(19)			X	
START_TS	INTEGER				
END_TS	INTEGER				
TOTAL_DURATION	INTEGER				
LEAD_CLIP_DURATION	INTEGER				
TRAIL_CLIP_DURATION	INTEGER				
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 that are 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 that are 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, this key refers to the DN of the agent or of the IVR. 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column INTERACTION_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the INTERACTION_RESOURCE_ID field. On a partitioned database, INTERACTION_RESOURCE_SDT_KEY in combination with INTERACTION_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

Column INTERACTION_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. This surrogate key 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 at which the interaction resource state fact began.

Column END_TS

The UTC-equivalent value of the date and time at which 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	INTEGER	X	X		
MEDIA_NAME	VARCHAR(255)		X		
MEDIA_NAME_CODE	VARCHAR(255)		X		
IS_ONLINE	NUMERIC(1)				
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

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.
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	INTEGER		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
INTERACTION_TYPE_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
TECHNICAL_DESCRIPTOR_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X	X	
WORKBIN_KEY	INTEGER			X	
INTERACTION_SDT_KEY	INTEGER				
INTERACTION_ID	NUMERIC(19)			X	
IXN_RESOURCE_SDT_KEY	INTEGER				
IXN_RESOURCE_ID	NUMERIC(19)				
TARGET_IXN_RESOURCE_SDT_KEY	INTEGER				
TARGET_IXN_RESOURCE_ID	NUMERIC(19)			X	
MEDIA_SERVER_IXN_GUID	VARCHAR(50)				
MEDIATION_GUID	VARCHAR(50)				
ENTRY_ORDINAL	INTEGER				
MEDIATION_DURATION	INTEGER				
ONLINE_DURATION	INTEGER				
ANSWER_THRESHOLD	INTEGER				
SHORT_ABANDONED_FLAG	NUMERIC(1)				
MET_THRESHOLD_FLAG	NUMERIC(1)				
ACTIVE_FLAG	NUMERIC(1)				
START_TS	INTEGER				
END_TS	INTEGER				
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that are 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 that are 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 that is 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" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

Column WORKBIN_KEY

In MSF records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the populate-workbin-as-hold configuration option in the *Genesys Info Mart Deployment Guide.*

Column INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the INTERACTION_FACT table. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

Column INTERACTION_ID

The value of the interaction fact primary key.

Column IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the IXN_RESOURCE_ID field. On a partitioned database, IXN_RESOURCE_SDT_KEY in combination with IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

Column IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. In MSF records that are part of an attempt (successful or unsuccessful) to reach a handling resource, this field is the ID of the IRF that represents the attempt. This field can be used to join the MSF table to the IRF table. If the interaction passes through multiple mediation resources during the attempt to reach a handling resource, many MSF records will reference the same master IRF record. If the attempt is successful, the referenced IRF is the IRF for the handling resource that was reached. If the attempt is unsuccessful, the referenced IRF is the IRF for the last mediation resource (the resource in which the interaction ended).

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

Column TARGET_IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the TARGET_IXN_RESOURCE_ID field. On a partitioned database, TARGET_IXN_RESOURCE_SDT_KEY in combination with TARGET_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

Column TARGET_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the target of the distribution from this mediation DN. This field can be used to join this table to the INTERACTION_RESOURCE_FACT table.

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 GUID for the ACD queue party, as reported by ICON. For interaction queue or workbin activity (associated with multimedia interactions), this field contains the party GUID for the interaction queue or workbin party, as reported by ICON.

Column ENTRY_ORDINAL

Indicates the order of entrance of this mediation segment relative to other mediation segments of the same master IRF record. The other mediation segments are MSF records that have the same IXN_RESOURCE_ID.

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

Column MEDIATION_DURATION

The time, in seconds, from when the interaction enters the mediation DN to when the interaction is removed, for any reason.

For ACD queues, interaction queues, or interaction workbins, the mediation duration does not include any time spent in a strategy or a virtual queue, except for bounce-back scenarios (a subset of "runaway strategy" scenarios in which an interaction is bounced between the mediation resource and a strategy, as the strategy repeatedly retries busy agents). In bounce-back scenarios, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration in the MSF for that resource includes all the interim strategy time.

For virtual queues, the adjust-vq-time-by-strategy-time configuration option controls whether the mediation duration includes or excludes the time that the interaction spent in the strategy but outside the virtual queue. For an active multimedia interaction that is currently at a mediation DN, this value is 0.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts ("runaway strategy" scenarios), population of this field changed between release 8.1.1 and release 8.1.2.

o In release 8.1.1, a new MSF record is created every time an interaction enters a virtual queue. This field includes only the duration until the interaction leaves the virtual queue.
o In release 8.1.2, a single MSF record is created for a particular virtual queue, regardless of the number of times that an interaction returns to this virtual queue. This field includes all the time that the interaction spends in a particular virtual queue during mediation. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls when excessive numbers of parties are skipped.)

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 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 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 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 at which the interaction entered the mediation DN.

Column END_TS

The UTC-equivalent value of the date and time at which 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

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

Index I_MSF_IID

Name	Sort
INTERACTION_ID	Ascending

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 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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		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 to the fact tables.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

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	INTEGER	X	X		
RECORD_STATUS	VARCHAR(32)				
RECORD_STATUS_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to one of the following values:

- 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. This field is set to 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
RECORD_TYPE	VARCHAR(32)				
RECORD_TYPE_CODE	VARCHAR(32)				

Code	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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
ID	NUMERIC(19)	X	X		
SKILL_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
SKILL_COMBINATION_KEY	INTEGER		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
SKILL_LEVEL	INTEGER				
PURGE_FLAG	NUMERIC(1)				

Column ID

The primary key of this table.

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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
SKILL_COMBINATION_STRING	VARCHAR(255)		X		
SKILL_COMBINATION_AUX_KEY	VARCHAR(255)				
SKILL_COUNT	SMALLINT		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		
PURGE_FLAG	NUMERIC(1)				

Column SKILL_COMBINATION_KEY

This is the primary key of this table and 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 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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, IVRs, 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 DN, 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 and IVR_NAME columns.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_KEY	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
SWITCH_DBID	INTEGER				
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)				
EMPLOYEE_ID	VARCHAR(255)				
EXTERNAL_RESOURCE_ID	VARCHAR(255)				
RESOURCE_CFG_DBID	INTEGER				
RESOURCE_CFG_TYPE_ID	INTEGER				
RESOURCE_ALIAS	VARCHAR(255)				
NETWORK_RESOURCE_FLAG	NUMERIC(1)				
GMT_START_TIME	TIMESTAMP(3)				
GMT_END_TIME	TIMESTAMP(3)				
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column SWITCH_DBID

The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH_NAME field.

Column SWITCH_NAME

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

Column IVR_NAME

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

Column RESOURCE_TYPE

The resource type. This field is set to one of the following values:

- Unknown
- Agent
- Queue
- RoutingPoint
- IVRApplication
- IVRPort
- Other

This value can change with localization.

Column RESOURCE_TYPE_CODE

The code of the resource type. This field is set to one of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRAPPLICATION

- 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 application name
o The IVR directory 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 DN, or agent object in the contact center configuration.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart generates an internal ID to populate this field for a DN resource that does not have a corresponding configuration object.

Column RESOURCE_CFG_TYPE_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR DN, or agent object.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart sets this field to 0 (zero) for a DN resource that does not have a corresponding configuration 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_ANNEX

This table stores additional configuration data for configuration objects of type Person.

The data is based on the records for these configuration objects that are stored in the GC_ANNEX table of the configuration IDB. Genesys Interactive Insights uses the data associated with Person configuration objects to control visibility for certain data and reports.

A new row is issued for each configuration option on the Annex tab of the corresponding configuration object. Changing the value of the specified option causes an update to an existing row. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_KEY	INTEGER	X	X		
TENANT_KEY	INTEGER		X		
SECTIONNAME	VARCHAR(255)	X	X		
KEYNAME	VARCHAR(255)	X	X		
VALUE	VARCHAR(255)				
END_TS	INTEGER		X		
CFGOBJECTID	INTEGER		X		
CFGOBJECTTYPE	NUMERIC(3)		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		
ACTIVE_FLAG	NUMERIC(1)		X		

Column RESOURCE_KEY

The primary key that is used to join this table to the RESOURCE_ dimension.

Column TENANT_KEY

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

Column SECTIONNAME

The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective DN, Person, or Switch record.

Column KEYNAME

The name of the configuration option that is set on the Annex tab of the configuration object. If the object type is Person, the option specifies the geographical location, business line, or organization structure. This value equals the value of the GC_ANNEX.KEYNAME field in IDB for a respective DN, Person, or Switch record.

Column VALUE

The value of the configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective DN, Person, or Switch record.

Column END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective DN, Person, or Switch record.

Column CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective DN, Person, or Switch record.

Column CFGOBJECTTYPE

The type of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective DN, Person, or Switch record.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

Index List

Code	U	C	Description
I_RESOURCE_ANNEX	X		Improves access time, based on dimension values.
I_RESOURCE_ANNEX_END_TS			Improves access time, based on the End Timestamp.

Index I_RESOURCE_ANNEX

Name	Sort
CFGOBJECTID	Ascending
CFGOBJECTTYPE	Ascending
KEYNAME	Ascending
SECTIONNAME	Ascending

Index I_RESOURCE_ANNEX_END_TS

Name	Sort
END_TS	Ascending

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 multivalue 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	INTEGER	X	X		
GROUP_KEY	INTEGER	X	X	X	
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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_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	INTEGER	X	X		
STATE_TYPE	VARCHAR(64)				
STATE_TYPE_CODE	VARCHAR(32)				
STATE_NAME	VARCHAR(64)				
STATE_NAME_CODE	VARCHAR(32)				
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to 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.x:

- 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.x:

- WAITFORNEXTCALL
- OFFHOOK
- CALLDIALING
- CALLRINGING
- NOTREADYFORNEXTCALL
- AFTERCALLWORK
- CALLONHOLD
- CALLUNKNOWN
- CALLCONSULT
- CALLINTERNAL
- CALLOUTBOUND
- CALLINBOUND

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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. This field is set to 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. This field is set to 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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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 to the fact tables.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column ROUTING_TARGET_TYPE

The type of routing target. This field is set to 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. This field is set to 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_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 for both voice media and multimedia 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	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
START_TS	INTEGER				
END_TS	INTEGER				
TOTAL_DURATION	INTEGER				
LEAD_CLIP_DURATION	INTEGER				
TRAIL_CLIP_DURATION	INTEGER				
ACTIVE_FLAG	NUMERIC(1)				
PURGE_FLAG	NUMERIC(1)				

Column SM_RES_SESSION_FACT_KEY

This key determines the login session sequence in the scenario when more than one session occurs within a period of one second for the same agent on the same media.

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 that are 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 that are 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column START_TS

The UTC-equivalent value of the date and time at which the summarized resource session began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents 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 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 for both voice and multimedia agent states 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	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
TENANT_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	INTEGER		X	X	
RESOURCE_STATE_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
SM_RES_SESSION_FACT_SDT_KEY	INTEGER				
SM_RES_SESSION_FACT_KEY	NUMERIC(19)			X	
START_TS	INTEGER				
END_TS	INTEGER				
START_MSEC	NUMERIC(19)				
END_MSEC	NUMERIC(19)				
TOTAL_DURATION	INTEGER				
LEAD_CLIP_DURATION	INTEGER				
TRAIL_CLIP_DURATION	INTEGER				
ACTIVE_FLAG	NUMERIC(1)				
PURGE_FLAG	NUMERIC(1)				

Column SM_RES_STATE_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state sequence in the scenario when more than one state occur within a period of one second for the same agent on the same media.

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 that are 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 that are 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. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records associated with a discarded group combination.

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" (-2) 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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

Column SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state of the resource with the summarized login session.

Column START_TS

The UTC-equivalent value of the date and time at which the resource state began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents 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 START_MSEC

The value of the START_TS field provided with millisecond precision.

Column END_MSEC

The value of the END_TS field provided with millisecond precision.

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_RC_MT_MTS			Improves performance of sorting used for internal purposes during transformation.
I_RSSF_SDT			Improves access time, based on the Start Date Time key.

Index I_RSSF_SDT

Name	Sort
START_DATE_TIME_KEY	Ascending

Index I_RSSF_RC_MT_MTS

Name	Sort
RESOURCE_KEY	Ascending
MEDIA_TYPE_KEY	Ascending
START_MSEC	Ascending
END_MSEC	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 for both voice media and multimedia 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	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		X	X	
START_DATE_TIME_KEY	INTEGER		X	X	
END_DATE_TIME_KEY	INTEGER		X	X	
RESOURCE_STATE_KEY	INTEGER		X	X	
RESOURCE_STATE_REASON_KEY	INTEGER		X	X	
MEDIA_TYPE_KEY	INTEGER		X	X	
RESOURCE_KEY	INTEGER		X	X	
RESOURCE_GROUP_COMBINATION_KEY	INTEGER		X	X	
SM_RES_SESSION_FACT_SDT_KEY	INTEGER				
SM_RES_SESSION_FACT_KEY	NUMERIC(19)			X	
SM_RES_STATE_FACT_SDT_KEY	INTEGER				
SM_RES_STATE_FACT_KEY	NUMERIC(19)		X	X	
START_TS	INTEGER				
END_TS	INTEGER				
TOTAL_DURATION	INTEGER				
LEAD_CLIP_DURATION	INTEGER				
TRAIL_CLIP_DURATION	INTEGER				
ACTIVE_FLAG	NUMERIC(1)				
PURGE_FLAG	NUMERIC(1)				

Column SM_RES_STATE_REASON_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state reason sequence in the scenario when more than one reason occur within a period of one second for the same agent on the same media.

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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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 that are 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 that are 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_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

Column SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state reason of the resource with the summarized login session.

Column SM_RES_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, SM_RES_STATE_FACT_SDT_KEY in combination with SM_RES_STATE_FACT_KEY forms a value of the composite primary key for the SM_RES_STATE_FACT table.

Column SM_RES_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join records in this table to the SM_RES_STATE_FACT dimension table, 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 at which the resource state reason began.

Column END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents 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 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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Column STRATEGY_TYPE

The strategy type. This field is set to one of the following values:

- Unspecified
- RoutingStrategy

This value can change with localization.

Column STRATEGY_TYPE_CODE

The strategy type code. This field is set to one of the following values:

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

Column STRATEGY_NAME
The name of the 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 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	INTEGER	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	NUMERIC(19)		X	X	
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to one of the following values:

- Abandoned

- AbnormalStop
- 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. This field is set to one of the following values:

- ABANDONED
- ABNORMALSTOP
- 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. This field is set to one of the following values:

- AbandonedFromHold
- AbandonedWhileQueued
- AbandonedWhileRinging
- AbnormalStopWhileQueued

- AbnormalStopWhileRinging
- AnsweredByAgent
- AnsweredByOther
- Archived
- Canceled
- DefaultRoutedByStrategy
- DefaultRoutedBySwitch
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)
- 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. This field is set to one of the following values:

- ABANDONEDFROMHOLD
- ABANDONEDWHILEQUEUED
- ABANDONEDWHILERINGING
- ABNORMALSTOPWHILEQUEUED
- ABNORMALSTOPWHILERINGING
- ANSWEREDBYAGENT
- ANSWEREDBYOTHER
- ARCHIVED
- CANCELED
- DEFAULTROUTEDBYSTRATEGY
- DEFAULTROUTEDBYSWITCH
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)
- 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. This field is set to 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. This field is set to 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. This field is set to one of the following values:

- Unspecified
- ConferenceInitiator
- ConferenceJoined

- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)

This value can change with localization.

Column ROLE_REASON_CODE

The code of the reason for the resource role. This field is set to one of the following values:

- UNSPECIFIED
- CONFERENCE_INITIATOR
- CONFERENCE_JOINED
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
TIME_ZONE_NAME	VARCHAR(255)				
TIME_ZONE_NAME2	VARCHAR(255)				
DESCRIPTION	VARCHAR(255)				
TIME_ZONE_CFG_DBID	INTEGER				
GMT_OFFSET	INTEGER				
IS_DST_OBSERVED	NUMERIC(1)				
DST_START_MONTH	INTEGER				
DST_STOP_MONTH	INTEGER				
DST_START_WEEK	INTEGER				
DST_STOP_WEEK	INTEGER				
DST_START_DAY	INTEGER				
DST_STOP_DAY	INTEGER				
DST_START_TIME	INTEGER				
DST_STOP_TIME	INTEGER				
DST_START_YEAR	INTEGER				
DST_STOP_YEAR	INTEGER				
START_TS	INTEGER				
END_TS	INTEGER				
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		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. This field is set to 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. This field is set to 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). This field is set to 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). This field is set to 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 at which the time zone was added to the contact center configuration.

Column END_TS

The UTC-equivalent value of the date and time at which the time zone was removed from the contact center configuration.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

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	INTEGER	X	X		
TENANT_KEY	INTEGER		X	X	
CREATE_AUDIT_KEY	NUMERIC(19)		X		
DIM_ATTRIBUTE_1	VARCHAR(170)		X		none
DIM_ATTRIBUTE_2	VARCHAR(170)		X		none
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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

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.

This field supports character values only.

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.

Table WORKBIN

This table allows facts to be described based on the type and owner of the workbin instance that was associated with a particular mediation segment. (Refer to the *Genesys Info Mart Deployment Guide* for the definition of a workbin instance.)

A new row is created the first time that any interaction that is owned by a particular resource is placed into a particular Workbin object that has been defined in the Configuration Layer--in other words, the first time that a particular workbin instance is created.

Column List

Code	Data Type	P	M	F	DV
WORKBIN_KEY	INTEGER	X	X		
WORKBIN_TYPE	NUMERIC(1)		X		
WORKBIN_TYPE_CODE	VARCHAR(32)		X		
WORKBIN_RESOURCE_KEY	INTEGER		X		
OWNER_KEY	INTEGER		X		
CREATE_AUDIT_KEY	NUMERIC(19)		X		
UPDATE_AUDIT_KEY	NUMERIC(19)		X		

Column WORKBIN_KEY

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

Column WORKBIN_TYPE

The type of workbin. This field is set to one of the following values:

- 1 (Agent)
- 2 (Place)
- 3 (AgentGroup)
- 4 (PlaceGroup)

Column WORKBIN_TYPE_CODE

The code of the workbin type. This field is set to one of the following values:

- AGENT
- PLACE
- AGENTGROUP
- PLACEGROUP

Column WORKBIN_RESOURCE_KEY

The surrogate key that is used to reference a workbin record in the RESOURCE_ table, to identify the specific Interaction Workbin of which this workbin is an instance.

Column OWNER_KEY

The surrogate key that is used to reference one of the following, to identify the owner of the workbin instance:

o If the type of workbin is Agent, an agent record in the RESOURCE_ table
o If the type of workbin is Place, a place record in the PLACE_ view
o If the type of workbin is AgentGroup or PlaceGroup, a group record in the GROUP_ view

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 that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Subject Areas

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.

Chapter 4: Genesys 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 described in this chapter, tenant-specific views can be added to the Genesys Info Mart database schema. For information about Genesys Info Mart Tenant Views, see page 15.

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.

Name	Description
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.
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.

Name	Description
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.
GROUP_TYPE	The group type. This field is set to one of the following values: - Unknown - Agent - Place - Queue - RoutingPoint - Network Port - Service Number - Single Port This value can change with localization.

Name	Description
GROUP_TYPE_CODE	The group type code. This field is set to 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.
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.

Name	Description
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.
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.

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 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.
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.

Name	Description
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.
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.

Name	Description
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 view and the surrogate key that is used to join the SKILL dimension 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 Column
CALLING_LIST	TENANT	TENANT_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN_GROUP_ SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CALLING_LIST_METRIC_FACT	CALLING_LIST	CALLING_LIST_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN	CAMPAIGN_KEY
CALLING_LIST_METRIC_FACT	DATE_TIME	START_DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	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	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_GROUP_ SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN	CAMPAIGN_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
CONTACT_ATTEMPT_FACT	ATTEMPT_DISPOSITION	ATTEMPT_DISPOSITION_KEY
CONTACT_ATTEMPT_FACT	CAMPAIGN_GROUP_SESSIO N_FACT	CAMP_GROUP_SESSION_FACT_KEY
CONTACT_ATTEMPT_FACT	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY
CONTACT_ATTEMPT_FACT	CALLING_LIST	CALLING_LIST_KEY

Child Table/View	Parent Table/View	Parent Table/View Column
CONTACT_ATTEMPT_FACT	CAMPAIGN	CAMPAIGN_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT	CPD_RESULT_KEY
CONTACT_ATTEMPT_FACT	DIALING_MODE	DIALING_MODE_KEY
CONTACT_ATTEMPT_FACT	DATE_TIME	END_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DATE_TIME	START_DATE_TIME_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_STATUS	RECORD_STATUS_KEY
CONTACT_ATTEMPT_FACT	RECORD_TYPE	RECORD_TYPE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_	RESOURCE_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1	GROUP_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT	CALL_RESULT_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	ANCHOR_FLAGS	ANCHOR_FLAGS_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 Column
INTERACTION_RESOURCE_FACT	RESOURCE_	MEDIA_RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_RESOURCE_FACT	PLACE	PLACE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL	REQUESTED_SKILL_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL_ COMBINATION	REQUESTED_SKILL_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	RESOURCE_STATE	RES_PREVIOUS_SM_STATE_KEY
INTERACTION_RESOURCE_FACT	STRATEGY	STRATEGY_KEY
INTERACTION_RESOURCE_FACT	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
INTERACTION_RESOURCE_FACT	TENANT	TENANT_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_	MEDIATION_RESOURCE_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
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	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY
IRF_USER_DATA_KEYS	DATE_TIME	START_DATE_TIME_KEY
IRF_USER_DATA_KEYS	TENANT	TENANT_KEY
IRF_USER_DATA_KEYS	INTERACTION_RESOURCE_ FACT	INTERACTION_RESOURCE_ID
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 Column
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	RESOURCE_	MEDIA_RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY
IXN_RESOURCE_STATE_FACT	PLACE	PLACE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	TENANT	TENANT_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_RESOURCE_FACT	TARGET_IXN_RESOURCE_ID
MEDIATION_SEGMENT_FACT	INTERACTION_TYPE	INTERACTION_TYPE_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_FACT	INTERACTION_ID
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
MEDIATION_SEGMENT_FACT	DATE_TIME	END_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	DATE_TIME	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	WORKBIN	WORKBIN_KEY
PLACE	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
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

Child Table/View	Parent Table/View	Parent Table/View Column
RESOURCE_GROUP_COMBINATION	GROUP	GROUP_KEY
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_	SKILL	SKILL_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_	TENANT	TENANT_KEY
RESOURCE_STATE_REASON	TENANT	TENANT_KEY
ROUTING_TARGET	TENANT	TENANT_KEY
SKILL	TENANT	TENANT_KEY
SM_RES_SESSION_FACT	RESOURCE_GROUP_ COMBINATION	RESOURCE_GROUP_COMBINATION_ 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	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	RESOURCE_	PRIMARY_MEDIA_RESOURCE_KEY
SM_RES_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_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

Child Table/View	Parent Table/View	Parent Table/View Column
SM_RES_STATE_REASON_FACT	DATE_TIME	START_DATE_TIME_KEY
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_REASON	RESOURCE_STATE_REASON_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT	SM_RES_SESSION_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, for those tables described in this Reference Manual. 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
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.
GROUP_ANNEX	I_GROUP_ANNEX	X	Improves access time, based on dimension values.
GROUP_ANNEX	I_GROUP_ANNEX_ END_TS		Improves access time, based on the End Timestamp.
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.
INTERACTION_RESOURCE_FACT	I_IRF_PT_GUID	X	Reserved.
INTERACTION_RESOURCE_FACT	I_IRF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_RESOURCE_FACT	IDX_IRF_IID		Improves access time, based on the INTERACTION ID.
IXN_RESOURCE_STATE_FACT	I_IRSF_SDT		Improves access time, based on the Start Date Time key.

Table	Index Name	U	Description
MEDIA_TYPE	I_MEDIA_TP_MCD	X	Improves access time, based on the Media Name.
MEDIATION_SEGMENT_FACT	I_MSF_IID		Improves access time, based on the INTERACTION ID
MEDIATION_SEGMENT_FACT	I_MSF_SDT		Improves access time, based on the Start Date Time key.
RESOURCE_	I_RES_KEY_CFG_ DBID	X	Reserved.
RESOURCE_ANNEX	I_RESOURCE_ ANNEX	X	Improves access time, based on dimension values.
RESOURCE_ANNEX	I_RESOURCE_ ANNEX_END_TS		Improves access time, based on the End Timestamp.
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_STATE_FACT	I_RSSF_RC_MT_MTS		Improves performance of sorting used for internal purposes during transformation.
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.
STG_TRANSFORM_DISCARDS	I_S_TRNFRM_ DISCARDS_IXNID		Improves access time, based on the INTERACTION ID.

Chapter 7: Info Mart Partitioning

This chapter provides a comprehensive list of tables for which partitions are created in a partitioned Info Mart database, grouped as follows:

- Dimensional Model Fact Tables
- GIDB Fact Tables
- Control Tables

The name of the key by which a table is partitioned is included for each table.

Partitioned Dimensional Model Fact Tables

Dimentional Model fact tables are partitioned by the Start Date Time key.

Table	Partitioned by Key
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY
INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
IRF_USER_DATA_CUST_1[1]	START_DATE_TIME_KEY
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY

[1] Custom user data tables are partitioned as long as the make_gim_UDE_template_partitioned.sql script is used for the table creation.

Partitioned GIDB Fact Tables

Keys used for partitioning of GIDB fact tables vary from table to table.

Table	Partitioned by Key
GIDB_G_AGENT_STATE_HISTORY_MM	ADDED_TS
GIDB_G_AGENT_STATE_HISTORY_V	ADDED_TS
GIDB_G_AGENT_STATE_RC_MM	CREATED_TS
GIDB_G_AGENT_STATE_RC_V	CREATED_TS
GIDB_G_CALL_HISTORY_MM	ADDED_TS
GIDB_G_CALL_HISTORY_V	ADDED_TS
GIDB_G_CALL_MM	CREATED_TS
GIDB_G_CALL_STAT_V	GSYS_EXT_INT2
GIDB_G_CALL_V	CREATED_TS
GIDB_G_CUSTOM_DATA_S_MM	ADDED_TS
GIDB_G_CUSTOM_DATA_S_V	ADDED_TS
GIDB_G_DND_HISTORY_MM	ADDED_TS
GIDB_G_DND_HISTORY_V	ADDED_TS
GIDB_G_IR_HISTORY_MM	ADDED_TS
GIDB_G_IR_HISTORY_V	ADDED_TS
GIDB_G_IR_MM	CREATED_TS
GIDB_G_IR_V	CREATED_TS
GIDB_G_IS_LINK_HISTORY_V	ADDED_TS
GIDB_G_IS_LINK_V	INITIATED_TS
GIDB_G_LOGIN_SESSION_MM	CREATED_TS
GIDB_G_LOGIN_SESSION_V	CREATED_TS
GIDB_G_PARTY_HISTORY_MM	ADDED_TS
GIDB_G_PARTY_HISTORY_V	ADDED_TS
GIDB_G_PARTY_MM	CREATED_TS
GIDB_G_PARTY_V	CREATED_TS
GIDB_G_ROUTE_RESULT_MM	CREATED_TS
GIDB_G_ROUTE_RESULT_V	CREATED_TS
GIDB_G_SECURE_UD_HISTORY_MM	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_V	ADDED_TS

Table	Partitioned by Key
GIDB_G_USERDATA_HISTORY_MM	ADDED_TS
GIDB_G_USERDATA_HISTORY_V	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_MM	CREATED_TS
GIDB_G_VIRTUAL_QUEUE_V	CREATED_TS
GIDB_GM_F_USERDATA	GSYS_EXT_INT1
GIDB_GM_L_USERDATA	GSYS_EXT_INT2
GIDB_GO_CAMPAIGN	CREATED_TS
GIDB_GO_CAMPAIGNHISTORY	ADDED_TS
GIDB_GO_CHAIN	CREATED_TS
GIDB_GO_CHAINREC_HIST	ADDED_TS
GIDB_GO_FIELDHIST	ADDED_TS
GIDB_GO_METRICS	ADDED_TS
GIDB_GO_SEC_FIELDHIST	ADDED_TS
GIDB_GOX_CHAIN_CALL	ADDED_TS
GIDB_GX_SESSION_ENDPOINT_MM	CREATED_TS
GIDB_GX_SESSION_ENDPOINT_V	CREATED_TS

Partitioned Control Tables

Control tables are partitioned by the created timestamp.

Table	Partitioned by Key
CTL_AUDIT_LOG	CREATED_TS
CTL_EXTRACT_HISTORY	CREATED_TS
CTL_ETL_HISTORY	CREATED_TS
CTL_TRANSFORM_HISTORY	CREATED_TS
CTL_PURGE_HISTORY	CREATED_TS

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	Other.UnknownDNType
Silence	SILENCE	Other.Extension
SIT Detected	SIT_DETECTED	Other.ACDPosition
SIT IC (Intercept)	SIT_IC	Other.ACDQueue
SIT Invalid Number	SIT_INVALID_NUMBER	Other.RoutingPoint
SIT NC (No Circuit)	SIT_NC	Other.VirtualQueue
SIT RO (Reorder)	SIT_RO	Other.VirtualRoutingPoint
SIT Unknown Call State	SIT_UNKNOWN_CALL_STATE	Other.VoiceTreatmentPort
SIT VC (Vacant Code)	SIT_VC	Other.VoiceMail
Stale	STALE	Other.CallProcessingPort
Switch Error	SWITCH_ERROR	Other.FAX
System Error	SYSTEM_ERROR	Other.Modem
Transfer Error	TRANSFER_ERROR	Other.MusicPort
Transferred	TRANSFERRED	Other.Trunk
Unknown Call Result	UNKNOWN_CALL_RESULT	Other.TrunkGroup
Wrong Number	WRONG_NUMBER	Other.TieLine
Wrong Party	WRONG_PARTY	Other.TieLineGroup

RESOURCE.
RESOURCE_SUBTYPE
(Continued)

Other.Mixed
Other.ExternalRoutingPoint
Other.NetworkDestination
Other.ServiceNumber
Other.Routing Queue
Other.CommunicationDN
Other.E-mailAddress
Other.VoiceOverIPPort
Other.VideoOverIPPort
Other.Chat
Other.CoBrowse
Other.VoiceOverIPService
Other.Workflow
Other.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	TIMESTAMP(3)		X		
INSERTED	TIMESTAMP(3)				
PROCESSING_STATUS_KEY	INTEGER		X		
MIN_START_DATE_TIME_KEY	INTEGER				
MAX_START_DATE_TIME_KEY	INTEGER				
MAX_CHUNK_TS	INTEGER				
DATA_SOURCE_KEY	INTEGER				
ROW_COUNT	INTEGER				
CREATED_TS	INTEGER		X		

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 and time 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 fact-table 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 fact-table 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.

Column CREATED_TS

The UTC-equivalent value of the date and time of row creation.

Table CTL_ETL_HISTORY

This table provides information about the execution of each Genesys Info Mart job. A row is added to this table after each job completes.

Note: Genesys recommends that you use the ADMIN_ETL_JOB_HISTORY view to query the job execution data.

Column List

Code	Data Type	P	M	F	DV
JOB_ID	VARCHAR(64)	X	X		

Code	Data Type	P	M	F	DV
WORKFLOW_TYPE	VARCHAR(32)	X	X		
JOB_NAME	VARCHAR(32)				
JOB_VERSION	VARCHAR(32)				
LOCAL_START_TIME	TIMESTAMP(3)				
LOCAL_END_TIME	TIMESTAMP(3)				
GMT_START_TIME	TIMESTAMP(3)				
GMT_END_TIME	TIMESTAMP(3)				
DURATION	INTEGER				
STATUS	VARCHAR(32)				
CREATED_TS	INTEGER		X		

Column JOB_ID
ID that uniquely identifies the execution instance of the job.

Column WORKFLOW_TYPE
The name of the step of the job, such as Outbound.

Column JOB_NAME
The name of the job, such as Job_ExtractICON.

Column JOB_VERSION
The version of the job, such as 8.1.000.10.

Column LOCAL_START_TIME
The date and time the first step of the job started (in the time zone where Genesys Info Mart Server is running).

Column LOCAL_END_TIME
The date and time the last step of the job ended (in the time zone where Genesys Info Mart Server is running).

Column GMT_START_TIME
The date and time the first step of the job started (in GMT time zone).

Column GMT_END_TIME
The date and time the last step of the job ended (in GMT time zone).

Column DURATION
The duration of the job, in seconds.

Column STATUS
The status of the job, such as COMPLETE or FAILED.

Column CREATED_TS
The UTC-equivalent value of the date and time at which the job started.

Index List

Code	U	C	Description
I_C_ETL_H_CTS			Improves purge performance.

Index I_C_ETL_H_CTS

Name	Sort
CREATED_TS	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	INTEGER		X		
DATA_SOURCE_TYPE	INTEGER				
ROW_COUNT	INTEGER				
MAX_TIME	TIMESTAMP(3)				
MAX_TS	INTEGER				
ICON_DBID	INTEGER		X		0
DSS_ID	INTEGER				
PROVIDERTAG	INTEGER				
EXTRACT_START_TIME	TIMESTAMP(3)				
EXTRACT_END_TIME	TIMESTAMP(3)				
JOB_ID	VARCHAR(64)		X		
JOB_NAME	VARCHAR(32)				
JOB_VERSION	VARCHAR(64)				
DAP_NAME	VARCHAR(255)				
CREATE_AUDIT_KEY	NUMERIC(19)		X		

Code	Data Type	P	M	F	DV
CREATED_TS	INTEGER		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. This field is set to 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

The date and time when the extraction job started.

Column EXTRACT_END_TIME

The date and time 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, 8.1.000.10.

Column DAP_NAME

The name of the Database Access Point (DAP) through which data was extracted.

Column CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Column CREATED_TS

The UTC-equivalent value of the date and time at which the extraction job started.

Table CTL_PURGE_HISTORY

This table provides information about the execution history of Job_MaintainGIM as it pertains to purge.

Column List

Code	Data Type	P	M	F	DV
JOB_ID	VARCHAR(64)		X		
JOB_VERSION	VARCHAR(64)				
TABLE_NAME	VARCHAR(255)		X		
PURGE_MAX_TIME	TIMESTAMP(3)				
PURGE_MAX_TS	INTEGER		X		
PURGE_START_TIME	TIMESTAMP(3)				
PURGE_END_TIME	TIMESTAMP(3)				
ROW_COUNT	INTEGER				
CREATED_TS	INTEGER		X		

Column JOB_ID
ID that uniquely identifies the execution instance of the maintenance job.

Column JOB_VERSION
The version of the job that purged data--for example, 8.1.000.10.

Column TABLE_NAME
The name of the table from which data was purged.

Column PURGE_MAX_TIME
The date and time, in the GMT time zone, that represent the highest timestamp value for the records that are deleted in a given purge cycle.

Column PURGE_MAX_TS
The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are deleted in a given purge cycle.

Column PURGE_START_TIME
The date and time when the maintenance job started the purge cycle.

Column PURGE_END_TIME
The date and time when the maintenance job finished the purge cycle.

Column ROW_COUNT
The number of rows that was deleted in a given purge cycle.

Column CREATED_TS
The UTC-equivalent value of the date and time at which the maintenance job started the purge cycle.

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	TIMESTAMP(3)				

Code	Data Type	P	M	F	DV
TRANSFORM_END_TIME	TIMESTAMP(3)				
ROW_COUNT	INTEGER				
CREATED_TS	INTEGER		X		

Column JOB_ID

ID that uniquely identifies the execution instance of the job.

Column JOB_VERSION

The version of Job_TransformGIM--for example, 8.1.000.10.

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

The date and time when the transformation job started.

Column TRANSFORM_END_TIME

The date and time when the transformation job finished.

Column ROW_COUNT

Provides the number of records that are processed in a given transformation cycle.

Column CREATED_TS

The UTC-equivalent value of the date and time at which the transformation job started.

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	INTEGER	X	X		
UD_KEY_NAME	VARCHAR(255)		X		

Code	Data Type	P	M	F	DV
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		
CONVERT_EXPRESSION	VARCHAR(255)				

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.
o IRF_FIRST_UPDATE--Store the first update to the KVP value that is performed during the fact duration. In a scenario with call redirection, the duration also includes all previous IRFs having the technical result of Redirected/RoutedOnNoAnswer and/or Redirected/Unspecified.

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.

Column CONVERT_EXPRESSION
Specifies the conversion expression for KVP values that are stored as date/time data in user data fact tables. Applies only to the date/time KVPs that you need to store in the format other than Genesys Info Mart default format for date/time (yyyy-mm-ddThh24:mi:ss.ff). The conversion expression is defined at the time

when you map the KVP to the fact table column. If specified, Genesys Info Mart includes the conversion expression in SQL statements to convert the data. (The field is available starting with release 8.1.201.)

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 8.1.000.10.
START_TIME	The date and time at which the first step of the job started (UTC time zone).

Name	Description
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 8.1.000.10.
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 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 MIN(START_TIME) < MAX(END_TIME)
      THEN MAX(END_TIME)
      ELSE NULL
  END as END_TIME,
  CASE
      WHEN MIN(START_TIME) < MAX(END_TIME)
      THEN DATEDIFF_SECOND(MIN(START_TIME),MAX(END_TIME))
      ELSE NULL
  END as DURATION,
   MAX(STATUS) as STATUS
from
   CTL_WORKFLOW_STATUS
where
  STATUS NOT IN ('NOT_CONFIGURED','INSTALLED')
  AND JOB_ID in (select MAX(JOB_ID) from CTL_WORKFLOW_STATUS group by JOB_NAME)
group by
  JOB_NAME
```

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.
JOB_VERSION	The version of the job, such as 8.1.000.10.
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).

Name	Description
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 8.1.000.10.
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.
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.

Name	Description
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
union
select
'TRANSFORM_SM'  AS NAME,
min(HWM_VALUE)  AS LAST_TS
from CTL_TRANSFORM_HWM
where HWM_NAME in ('STG_SM_RES_STATE_FACT_V','STG_SM_RES_STATE_FACT_MM')
union
select
'TRANSFORM_SM_V'  AS NAME,
min(HWM_VALUE)  AS LAST_TS
from CTL_TRANSFORM_HWM
where HWM_NAME ='STG_SM_RES_STATE_FACT_V'
union
select
'TRANSFORM_SM_MM'  AS NAME,
min(HWM_VALUE)  AS LAST_TS
from CTL_TRANSFORM_HWM
where HWM_NAME ='STG_SM_RES_STATE_FACT_MM'
```

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	NUMERIC(19)		X		
FK_TABLE_NAME	VARCHAR(30)		X		
PK_TABLE_NAME	VARCHAR(30)		X		
PK_ID	NUMERIC(19)		X		
FK_ID	NUMERIC(19)		X		
ETL_TS	INTEGER		X		
ETL_DATE_TIME_KEY	INTEGER		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 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	NUMERIC(19)		X		
CODE	INTEGER		X		
REASON	VARCHAR(255)		X		
ETL_TS	INTEGER		X		
ETL_DATE_TIME_KEY	INTEGER		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. This field is set to 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.)
13--The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
14--The cycle was found in the results of the IRF transformation.
15--Merge processing discarded a stuck G_CALL record.

16--Merge processing discarded a stuck G_IR record.
17--A negative duration was detected during IRF, MSF, or IRSF transformation.
18--The value of the ServiceObjective KVP is not a number.
19--The record in the G_CALL table refers to a nonexistent call.
20--A history record with the change type of terminated is followed by another history record for the same party.
21--The value of the VQID in the G_ROUTE_RESULT table is not unique.
22--The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
23--The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
24--The value of the PARTYGUID in transformation results is not unique.
25--No parties are detected as being associated with this call.

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.

Index List

Code	U	C	Description
I_S_TRNFRM_DISCARDS_IXNID			Improves access time, based on the INTERACTION ID.

Index I_S_TRNFRM_DISCARDS_IXNID

Name	Sort
INTERACTION_ID	Ascending

Appendix D

This appendix lists the views that are created in the Tenant User database schema. For information about Genesys Info Mart Tenant Views, see page 15.

The structure of the views created in the Tenant User database schema is identical to that of their underlying dimension and fact tables in the Genesys Info Mart database schema. For this reason, subject area diagrams and descriptions for the Tenant User views are not provided in this document.

A Tenant User database schema contains the following views, as well as additional views that are created for custom user data tables:

- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- CALLING_LIST_METRIC_FACT
- CALLING_LIST_TO_CAMP_FACT_
- CALL_RESULT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CONTACT_ATTEMPT_FACT
- CONTACT_INFO_TYPE
- DATE_TIME
- DIALING_MODE
- GROUP_TO_CAMPAIGN_FACT_
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- MEDIATION_SEGMENT_FACT
- MEDIA_TYPE
- PLACE_GROUP_FACT_
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_GROUP_COMBINATION
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT
- STRATEGY
- TECHNICAL_ DESCRIPTOR
- TIME_ZONE
- 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
- WORKBIN