Genesys Info Mart 7.6

Microsoft SQL Reference Manual

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Table of Contents

Preface **7**
- Intended Audience 7
- Recommended Reading 8
- Chapter Summaries 8
- Document Conventions 8
- Related Resources 9
- Making Comments on This Document 9
- Document Change History 10

Chapter 1: Genesys Info Mart Overview **12**
- Star Schemas 12
- Genesys Info Mart Database Schema 13
- Genesys Info Mart Views Database Schema 18
- Genesys Info Mart Tenant Views Database Schema 18
- New In This Release 20

Chapter 2: Subject Areas **25**
- Understanding the Subject Area Diagrams 25
- Related Facts Tables 27
- Aggr2_Inb_V_Agent_Q Subject Area 30
- Aggr2_Inb_V_I_Ag_Session_State Subject Area 32
- Aggr2_Inb_V_I_Ag_State_Reason Subject Area 34
- Aggr2_Inb_V_I_Ixn_Agent Subject Area 36
- Aggr2_Inb_V_Ixn_Agent Subject Area 38
- Aggr2_Inb_V_Ixn_Agent_Grp Subject Area 40
- Aggr2_Inb_V_Ixn_IxnDscr Subject Area 42
- Aggr2_Inb_V_Q Subject Area 44
- Aggr2_Inb_V_Q_Abn Subject Area 46
- Aggr2_Inb_V_Q_Ans Subject Area 48
- Aggr2_Inb_V_Q_Group Subject Area 50
- Aggr2_Out_V_Ixn_Agent Subject Area 52
- Aggr2_Out_V_Ixn_Agent_Grp Subject Area 54
- Aggregate_Agent_Task Subject Area 56
- Aggregate_Control Subject Area 58
- Aggregate_Skill_Abandon Subject Area 59
- Aggregate_Skill_Abandon_Group Subject Area 61
- Aggregate_Skill_Combo_Daily Subject Area 63
- Aggregate_Skill_Combo_Hourly Subject Area 65
- Aggregate_Skill_Combo_Monthly Subject Area 67
- Aggregate_Skill_Demand Subject Area 69
- Aggregate_Skill_Demand_Group Subject Area 71
- Aggregate_State_Reason Subject Area 73
- Calling_List_Metric Subject Area 75
- Calling_List_To_Campaign Subject Area 77
- Campaign_Group_Session Subject Area 79
- Campaign_Group_State Subject Area 81
- Campaign_Group_To_Campaign Subject Area 83
- Contact_Attempt Subject Area 85

Detail_Resource_State Subject Area 87
Detail_Resource_State_Reason Subject Area 88
Do_Not_Disturb Subject Area 90
GVP_Call Subject Area 92
GVP_Subcall Subject Area 94
Interaction Subject Area 96
Interaction_Resource Subject Area 98
Interaction_Resource_State Subject Area 101
Interaction_Segment Subject Area 103
Mediation_Segment Subject Area 105
Place_Group Subject Area 107
Resource_Group Subject Area 109
Resource_Session Subject Area 111
Resource_Skill Subject Area 113
Resource_State Subject Area 115
Resource_State_Reason Subject Area 117
Summary_Resource_Session Subject Area 119
Summary_Resource_State Subject Area 121
Summary_Resource_State_Reason Subject Area 123

Chapter 3: Info Mart Tables 125

Fact Tables 125
Dimension Tables 126
Aggregate Tables 126
Info Mart Service and Control Tables 127
Table AG2_INB_V_AGENT_QUEUE_HOUR 127
Table AG2_INB_V_IXN_AGENT_GRP_HOUR 132
Table AG2_INB_V_IXN_AGENT_HOUR 137
Table AG2_INB_V_IXN_ID_HOUR 142
Table AG2_INB_V_I_IXN_AGENT_HOUR 148
Table AG2_INB_V_I_SESS_STATE_HOUR 152
Table AG2_INB_V_I_STATE_RSN_HOUR 156
Table AG2_INB_V_QUEUE_ABN_HOUR 159
Table AG2_INB_V_QUEUE_ANS_HOUR 165
Table AG2_INB_V_QUEUE_GRP_HOUR 171
Table AG2_INB_V_QUEUE_HOUR 179
Table AG2_OUT_V_IXN_AGENT_GRP_HOUR 187
Table AG2_OUT_V_IXN_AGENT_HOUR 191
Table AGGREGATE_CTRL_HOUR 195
Table AG_AGENT_VOICE_IXN_HOUR 197
Table AG_SKILL_GROUP_ABN_HOUR 201
Table AG_SKILL_GROUP_HOUR 205
Table AG_SKILL_RESOURCE_ABN_HOUR 207
Table AG_SKILL_RESOURCE_HOUR 211
Table AG_SKILL_VOICE_INB_IXN_HOUR 213
Table AG_STATE_REASON_VOICE_HOUR 220
Table AUDIT_ 222
Table CALLING_LIST 226
Table CALLING_LIST_METRIC_FACT 228
Table CALLING_LIST_TO_CAMP_FACT 231
Table CALL_RESULT 236
Table CAMPAIGN 237
Table CAMPAIGN_GROUP_SESSION_FACT 239

Table CAMPAIGN_GROUP_STATE....243
Table CAMPAIGN_GROUP_STATE_FACT....245
Table CONTACT_ATTEMPT_FACT....249
Table CONTACT_INFO_TYPE....260
Table CURRENCY....262
Table CUSTOMER....263
Table DATA_MIGRATION....269
Table DATE_TIME....271
Table DIALING_MODE....286
Table DT_DND_FACT....288
Table DT_RES_STATE_FACT....292
Table DT_RES_STATE_REASON_FACT....296
Table ENTERPRISE_DATE....301
Table ENTERPRISE_MONTH....308
Table GROUP_....310
Table GROUP_TO_CAMPAIGN_FACT....313
Table GVP_APPLICATION....318
Table GVP_CALL_FACT....319
Table GVP_SUBCALL_FACT....324
Table GVP_SUBCALL_FLOW....329
Table GVP_VOICE_MEDIA_SERVER....330
Table GVP_WEB_APPL_SERVER....332
Table INTERACTION_DESCRIPTOR....333
Table INTERACTION_FACT....335
Table INTERACTION_RESOURCE_FACT....348
Table INTERACTION_RESOURCE_STATE....362
Table INTERACTION_SEGMENT_FACT....365
Table INTERACTION_TYPE....376
Table IXN_RESOURCE_STATE_FACT....379
Table MEDIA_TYPE....384
Table MEDIATION_SEGMENT_FACT....387
Table MMEDIA_IXN_FACT_EXT....395
Table MMEDIA_SEG_FACT_EXT....398
Table PLACE....403
Table PLACE_GROUP_FACT....405
Table RECORD_FIELD_GROUP_1....409
Table RECORD_FIELD_GROUP_2....411
Table RECORD_STATUS....412
Table RECORD_TYPE....414
Table REQUESTED_SKILL....416
Table REQUESTED_SKILL_COMBINATION....417
Table RESOURCE_....419
Table RESOURCE_GROUP_COMBINATION....424
Table RESOURCE_GROUP_FACT....427
Table RESOURCE_SESSION_FACT....432
Table RESOURCE_SKILL_FACT....436
Table RESOURCE_STATE....441
Table RESOURCE_STATE_FACT....444
Table RESOURCE_STATE_REASON....449
Table RESOURCE_STATE_REASON_FACT....451
Table ROUTING_TARGET....456
Table SCHEMA_INFO....459

Table SKILL 460
Table SM_RES_STATE_FACT 462
Table SM_RES_STATE_REASON_FACT 467
Table SM_RES_SESSION_FACT 473
Table STOP_ACTION 478
Table STRATEGY 480
Table TECHNICAL_DESCRIPTOR 483
Table TENANT 487
Table TENANT_DATE 491
Table TIME_OF_DAY 498
Table TIME_RANGE 501
Table TIME_ZONE 504
Table USER_DATA 506
Table USER_DATA_2 507
Table VOICE_IXN_FACT_EXT 509
Table VOICE_RES_FACT_EXT 513
Table VOICE_SEG_FACT_EXT 522

Chapter 4: Info Mart Views 526

View CHAT_IXN_FACT_EXT 526
View CHAT_SEG_FACT_EXT 527
View EMAIL_IXN_FACT_EXT 527
View EMAIL_SEG_FACT_EXT 528
View VQ_SEGMENT_FACT 529

Chapter 5: Reference List 530

Chapter 6: Info Mart Indexes 555

Appendix 558

Preface

Welcome to the *Genesys Info Mart 7.6 Microsoft SQL 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 collected by Genesys Info Mart. It will also help you understand how you can use the data 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 7.6 release of this product.

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

This preface includes the following sections:

- Intended Audience, page 7
- Recommended Reading, page 8
- Chapter Summaries, page 8
- Document Conventions, page 8
- Related Resources, page 9
- Making Comments on This Document, page 9
- Document Change History, page 10

Intended Audience

This *Microsoft SQL Reference Manual* is intended for operational managers and business analysts who want to query the information collected by Genesys Info Mart in order to make informed business decisions. It is also intended for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information collected by Genesys Info Mart to create reports that support informed business decisions. This document assumes that you have a basic understanding of:

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

Recommended Reading

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

- *Genesys Info Mart 7.6 Deployment Guide*
- *Genesys Info Mart 7.6 Operations Guide*
- *Genesys Info Mart 7.6 SQL Queries Guide*
- *Interaction Concentrator 7.6 Deployment Guide*
- *Interaction Concentrator 7.6 Physical Data Model* for your RDBMS
- *Framework 7.6 Configuration Manager Help*
- *Genesys Voice Platform 7.6 Voice Application Reporter Deployment* and *Reference Manual*

Chapter Summaries

In addition to this preface, this *Microsoft SQL Reference Manual* contains these chapters:

- Chapter 1, "Genesys Info Mart Overview", on page 12, describes key terms used throughout this document and introduces Genesys Info Mart database schemas.
- Chapter 2, "Subject Areas", on page 25, gives you a graphical representation of the Genesys Info Mart subject areas. Each subject area represents a different topic of interest from a reporting perspective. Furthermore, information from different subject areas can be combined.
- Chapter 3, "Info Mart Tables", on page 125, acquaints you with the tables and columns that you can query using Genesys Info Mart.
- Chapter 4, "Info Mart Views", on page 127, provides the SQL queries that define Info Mart views.
- Chapter 5, "Reference List", on page 526, lists the joins that relate Info Mart tables to each other.
- Chapter 6, "Info Mart Indexes", on page 555, describes the indexes that Genesys Info Mart creates to improve ETL performance.
- The Appendix, on page 558, provides the possible values for three fields:
    - CALL_RESULT.CALLRESULT
    - CALL_RESULT.CALL_RESULT_CODE
    - RESOURCE.RESOURCE_SUBTYPE

  These fields have a wide range of possible values that are too numerous to list under the table column descriptions in Chapter 3.

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:

76gim_ref_mssql_03-2011_v7.6.003.00

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

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Related Resources

Consult these additional resources as necessary:

- *Genesys Info Mart 7.6 Deployment Guide*
- *Genesys Info Mart 7.6 Operations Guide*
- *Genesys Info Mart 7.6 SQL Queries Guide*
- *Genesys Info Mart 7.6 User's Guide*
- *Genesys Info Mart 7.6 Database Sizing Guide*
- *Genesys Master Glossary*, which ships on the Genesys Documentation Library DVD, and which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website.

Genesys product documentation is available on the:

- Genesys Technical Support website at http://genesyslab.com/support.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

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Document Change History

This section lists topics that have changed since the first release *of this document* (document version 76gim_ref_mssql_09-2008_v7.6.001.00).

New in Document Version 76gim_ref_mssql_03-2011_v7.6.003.00

The document has been updated to support Genesys Info Mart releases 7.6.012 and for other miscellaneous clarifications and updates.

- The "New in This Release" section (see page 20). A new subsection describes the feature enhancements introduced in Genesys Info Mart releases 7.6.012.
- The following new aggregate tables, including the table descriptions, columns and column descriptions, have been added to the Genesys Info Mart model for release 7.6.012:
  - AG2_OUT_V_IXN_AGENT_GRP_HOUR on page 187.
  - AG2_OUT_V_IXN_AGENT_HOUR on page 191.
- The formatting and layout of *this document*, the *Genesys Info Mart 7.6 Microsoft SQL Reference Manual*, has changed resulting in an increase in the length of the document. Previously, document version 76gim_ref_oracle_06-2009_v7.6.002.00 was 424 pages and now document version 76gim_ref_oracle_03-2011_v7.6.003.00 is 558 pages in length.

New in Document Version 76gim_ref_mssql_06-2009_v7.6.002.00

The document has been updated to support Genesys Info Mart releases 7.6.004 and 7.6.005, and for other miscellaneous clarifications and updates.

- The "New in This Release" section has been moved to the end of Chapter 1 (see page 20). A new subsection describes the feature enhancements introduced in Genesys Info Mart releases 7.6.004 and 7.6.005.
- The following changes in the documented model relate to the enhanced support in Genesys Info Mart release 7.6.005 for Genesys Interactive Insights (GI2) reporting:
  - The TOTAL_SHORT_TALK_COUNT, TOTAL_RONA_COUNT, and TOTAL_ABANDONED_RINGING_COUNT columns have been added to the AG2_INB_V_IXN_AGENT_* and AG2_INB_V_IXN_AGENT_GRP_* tables.
  - The TIME_RANGE table now includes a description of the short talk threshold, and a new value for voice talk has been added to the columns for the time-range type dimension (TIME_RANGE_TYPE = Voice Talk, TIME_RANGE_TYPE_CODE = VOICE_TALK). In

addition, the description of the BOUND_1 column has been modified to include the short talk threshold.

  - The INTERACTION_DESCRIPTOR_KEY column has been added to the AG2_INB_V_AGENT_QUEUE_* tables. The descriptions of the various _COUNT and _DURATION columns in the table have been modified to indicate that they now apply to interactions where the applicable business attribute was assigned. In addition, the Reference List has been updated to indicate the new association between the AG2_INB_V_AGENT_QUEUE_* tables and the parent INTERACTION_DESCRIPTOR table.
  - The TOTAL_ENTERED_OBJ_COUNT column has been added to the AG2_INB_V_IXN_ID_* tables, and the description of the TOTAL_ENTERED_COUNT column has been clarified with respect to abandoned interactions.
  - The TOTAL_ANSWERED_COUNT column has been added to the AG2_INB_V_I_IXN_AGENT_* tables.

- The following new indexes have been added, to improve access time for aggregation or purging:
  - IDX_DT_DAY_NUM on the DATE_TIME table
  - IDX_IRF_DTM, IDX_IRF_RC, IDX_IRF_RU, IDX_IRF_INT, and IDX_IRF_EXT on the INTERACTION_RESOURCE_FACT table
  - IDX_IRSF_RC and IDX_IRSF_IRF on the IXN_RESOURCE_STATE_FACT table (and IDX_IRSF_SDTI was removed)
  - IDX_MSF_RC on the MEDIATION_SEGMENT_FACT table (and the associated column information for the existing IDX_MS_INT, IDX_MSF_DT, and IDX_MSF_IRF indexes was corrected)
  - IDX_RGC_GRP on the RESOURCE_GROUP_COMBINATION table
  - IDX_SM_RSR_RC on the SM_RES_STATE_REASON_FACT table
- Where applicable, descriptions in the following tables have been modified to indicate support for UserEvent-based key-value pair (KVP) data (introduced with Genesys Info Mart release 7.6.004):
  - CUSTOMER
  - INTERACTION_DESCRIPTOR
  - INTERACTION_RESOURCE_FACT
  - INTERACTION_SEGMENT_FACT
  - USER_DATA and USER_DATA_2
- The description of the MEDIATION_DURATION column in the INTERACTION_RESOURCE_FACT table has been revised to clarify that it does not include ring time.
- The description of how the MEDIA_RESOURCE_KEY, PLACE_KEY, RESOURCE_KEY, and TECHNICAL_DESCRIPTOR_KEY are populated in the INTERACTION_FACT table has been clarified, to account for calls that are abandoned while ringing.

Chapter 1: Genesys Info Mart Overview

Genesys Info Mart (GIM) data resides in several database schemas. The following subsections describe how Genesys Info Mart data is organized into these schemas:

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

This chapter also provides information about new features in the Genesys Info Mart 7.6 release.

Star Schemas

Genesys Info Mart uses multi-dimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved 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 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 related to interactions might include the date and time when each interaction started, the required skills for the various service types requested by customers, and the value of various customers to the business.

Aggregate Tables

In addition, Genesys Info Mart provides several aggregate tables to facilitate reporting in CCPulse+ and Genesys Interactive Insights. The first set of these aggregate tables predominantly enable skills-based reporting. They are used in conjunction with Genesys Info Mart Inbound Voice CCPulse+ reporting templates and are all prefixed AG_*. The second set of aggregate tables, first introduced in release 7.6, provide the foundation for the Genesys Interactive Insights 7.6 reports. These tables, all prefixed AG2_*, enable a wider range of reporting summarizing resource states on voice devices and inbound voice interactions as they enter and pass through mediation DNs, are handled by agent-type resources, and are assigned user-designated business attributes. Additionally, starting with release 7.6.012, AG2_* aggregates are provided to enable reporting on agent-handling of outbound and internal voice interactions, including their user-designated business attributes.

Your custom reporting applications can also use these aggregate tables. Please review the appropriate subject area diagrams and table descriptions in Chapters 2 and 3 for a complete understanding. The aggregate tables reference many of the same dimension tables as the fact tables.

Intraday and Historical Data

Genesys Info Mart supports intraday loading. Genesys Info Mart supplies separate intraday fact and aggregate tables that the ETL loads frequently during the day. Once a day, generally overnight, the ETL moves data for completed interactions from the intraday fact tables to their corresponding historical fact tables, and it updates historical aggregate tables based on the newly loaded historical facts. Active interactions, such as Multimedia e-mail interactions, remain in the intraday fact tables until the interactions are completed.

Views

Genesys Info Mart supplies read-only views on the facts, dimensions, and aggregates for both single-tenant and multi-tenant deployments. These views shield business users from evolutionary changes to the underlying database schema and prevent users from accidentally changing the contents of the underlying database.

Indexes

Genesys Info Mart supplies out-of-box indexes to facilitate aggregation, purging, update of late-arriving data, and report generation for the CCPulse+ and Genesys Interactive Insights products.

Genesys Info Mart Database Schema

The Genesys Info Mart database schema contains the dimensions, facts, and aggregates that the ETL loads. Specifically, this database schema contains:

- Dimension tables
- Intraday fact tables (prefixed R_*)
- Historical fact tables (no prefix)
- AG_* aggregate tables
    - Intraday aggregate tables (prefixed R_AG_*) for hour level
    - Historical aggregate tables (prefixed AG_*) for hour, day, and month levels
    - Historical views for week-, quarter-, and year-level aggregations
- AG2_* aggregate tables
    - Historical disposition-based aggregate tables for day and month
    - Historical disposition-based views for subhour, week, quarter, and year.
    - Historical interval-based aggregate tables for day.
    - Combined historical and intraday disposition-based aggregate tables (prefixed AG2_INB_V_* and AG2_OUT_V_*) for the hour level
    - Combined historical and intraday interval-based aggregate tables (prefixed AG2_INB_V_I_*) for the subhour and hour levels

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (AG*_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

Many fact and aggregate tables share the same dimension tables. The GIM ETL job frequently loads the dimension and intraday fact tables throughout a day to enable reporting on recent contact center activity. Once a day, generally overnight, ETL moves the data from the intraday fact tables to the historical fact tables. The historical fact tables enable reporting on historical contact center activity.

Intraday fact tables are much smaller than their historical counterparts, and they should be indexed minimally, so as not to degrade the performance of intraday loading. Contrarily, the historical fact tables can grow to be very large in size; these tables should be indexed to improve response times when these tables are queried.

The intraday fact tables contain the same columns as their corresponding historical fact tables. To distinguish the intraday fact tables from their historical counterparts, the intraday fact table names are prefixed with R_. For example, R_INTERACTION_FACT is the intraday fact table corresponding to the INTERACTION_FACT historical fact table. These are depicted in the "GIM Owner/Schema portion" of Figure 1.

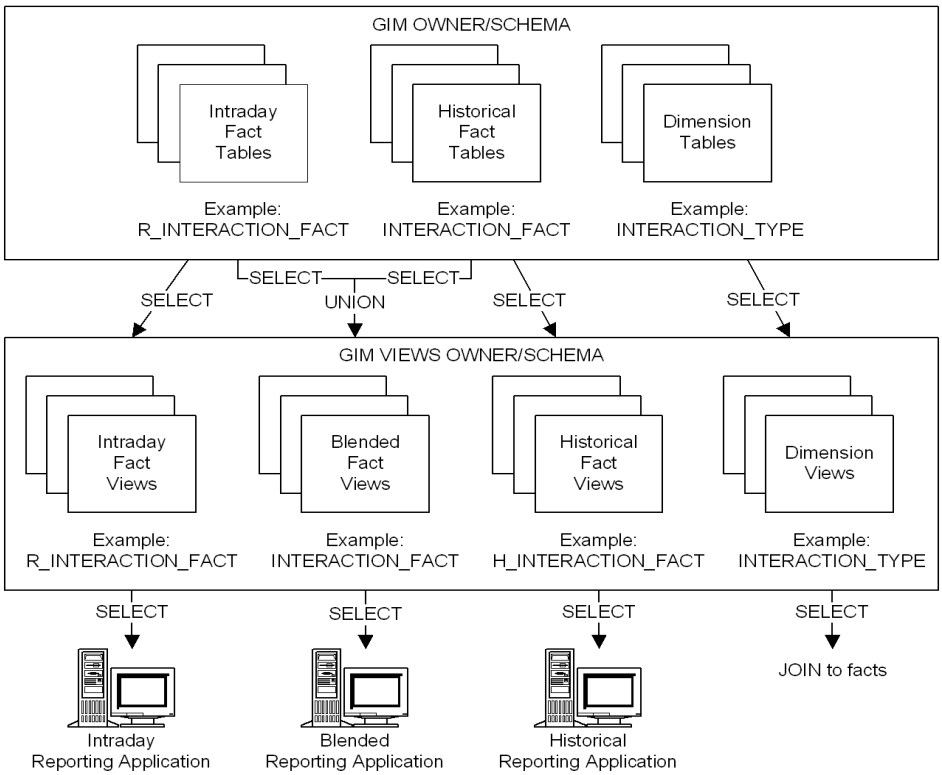


Figure 1: Single-Tenant Data Organization

AG_* Aggregate Tables

Genesys Info Mart provides predefined skills-based interaction and resource aggregates, which constitute the aggregate tables offered to support CCPulse+ reports. ETL updates the intraday aggregate tables each time it loads the intraday fact tables during the day. Genesys Info Mart supplies intraday aggregate tables only for the hour aggregate level; it does not supply intraday day and month aggregate levels. Once a day, generally overnight, ETL updates historical aggregate tables after it moves data from the intraday fact tables to the historical fact tables.

Genesys Info Mart supplies historical aggregate tables for hour, day and month aggregate levels. In addition, Genesys Info Mart supplies historical week aggregates as views on the historical day aggregate tables, and historical quarter and year aggregates as views on the historical month aggregate tables. These are depicted in Figure 2.

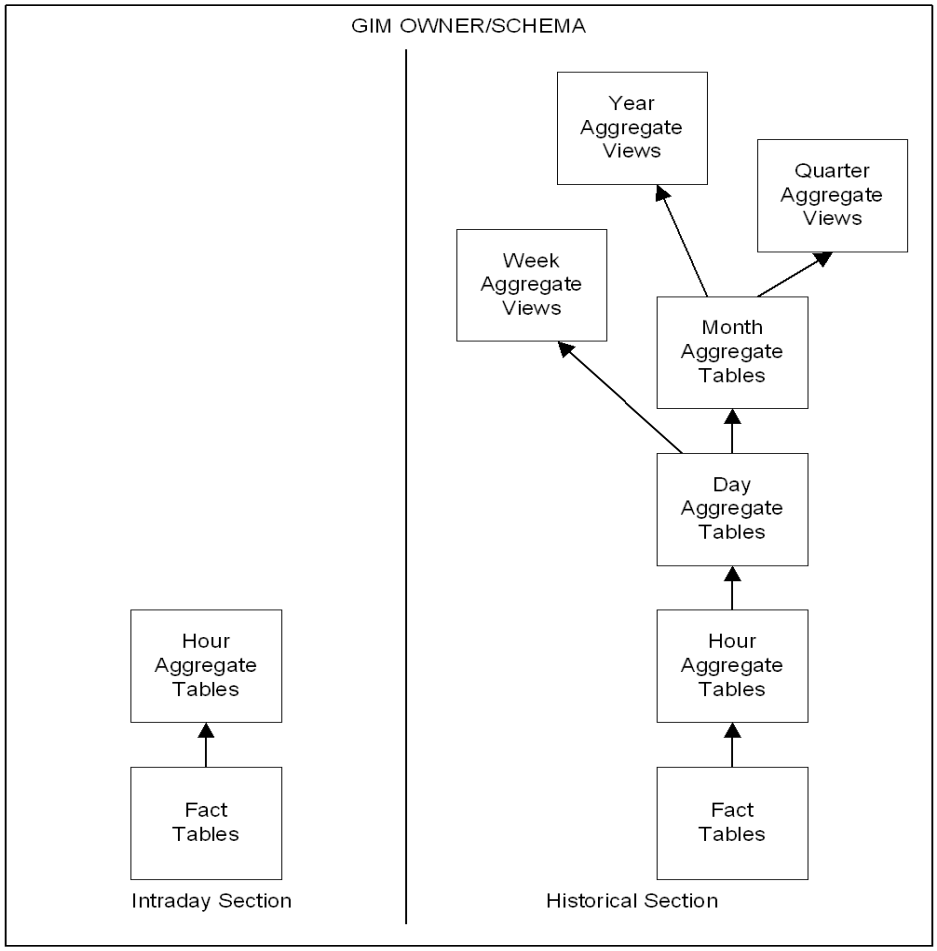


Figure 2: Aggregate Data Organization—for CCPulse+ Reports

Intraday aggregate tables have exactly the same columns as their historical counterparts. To distinguish the intraday aggregate tables from their historical counterparts, the intraday aggregate table names are prefixed with R_. For example, R_AG_SKILL_RESOURCE_HOUR is the intraday hour aggregate table that corresponds to the AG_SKILL_RESOURCE_HOUR historical hour aggregate table. These are depicted in the GIM Owner/Schema portion of Figure 3.

Because intraday fact and aggregate tables have exactly the same columns as their historical counterparts, the subject area diagrams and table descriptions for the intraday fact and aggregate tables are not provided in this schema reference.

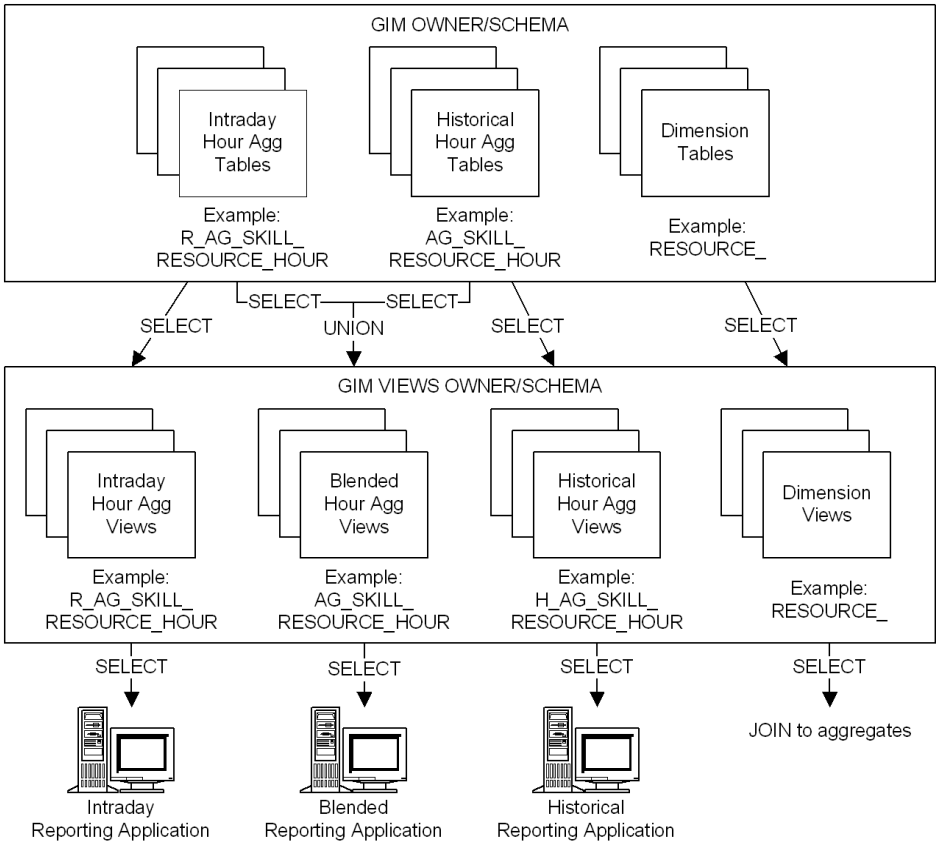


Figure 3: Single-Tenant Aggregate Data Organization

AG2_* Aggregate Tables

The set of aggregate tables introduced in release 7.6 supports reporting for Genesys Interactive Insights. The tables store aggregated data for inbound voice interactions and resource states occurring at voice devices. Additionally, starting with release 7.6.012, a set of aggregate tables are provided to store aggregated data for agent-handling of outbound and internal voice interactions. For the disposition-based metrics, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. Subhour aggregates provide either 15- or 30-minute aggregations based on user-defined configuration. The *disposition-based metrics* in these tables attribute their measure to the interval where the underlying fact started—queue metrics are based on the interval where the interaction entered the queue; agent-interaction metrics are attributed to the interval when the agent was offered, or initiated, the interaction. So, in the scenario where an agent talks to a customer over a two-day span (11:45 p.m.–12:15 a.m., for instance), all of the agent's talk time (30 minutes, in this example) gets attributed to the first reporting interval (Day 1, in the corresponding _DAY aggregate table) and no time gets attributed to the latter interval(s) (Day 2). Likewise, the count (of 1 interaction) gets attributed to the first interval; nothing to the second.

For the interval-based metrics, tables are provided for the subhour, hour, and day levels; no additional tables or views are provided for other aggregation levels. The *interval-based metrics* in these tables measure the activities occurring within the reporting interval as they occur, whether or not the interactions complete during the interval and whether or not the interval completes. Counts and durations of such interval-based metric are clipped where interactions cross over multiple intervals and are attributed to each of the intervals

in which the activities occur. So, in the scenario where an interaction is still waiting in queue when the hour changes, the time that the interaction actually waited in queue (3:58–4:03 p.m.[1], for instance) during the first interval (two minutes, in our example) gets attributed to the first interval (3:30–3:59 p.m., in the corresponding _SUBHR table). The remaining three minutes, in our example, get attributed to the latter interval (4:00–4:29 p.m.). Furthermore, a count is attributed to each interval in which the interaction persists—that is, a count of 1 for the interaction waiting in queue during the first interval and another count of 1 for the same interaction, waiting in queue, during the latter interval. Unlike the disposition-based aggregate tables, interval-based tables are not additive—day-level interval aggregates cannot be derived from the information stored in the hour-level aggregate table. Instead, Job_AggregateGIM must amass the data for each aggregation level directly from the detailed fact tables for each interval.

Both the disposition- and interval-based aggregate tables combine intraday and historical data into one set of tables, prefixed AG2_*.

Figure 4 illustrates the organization of aggregate tables for Genesys Interactive Insights.

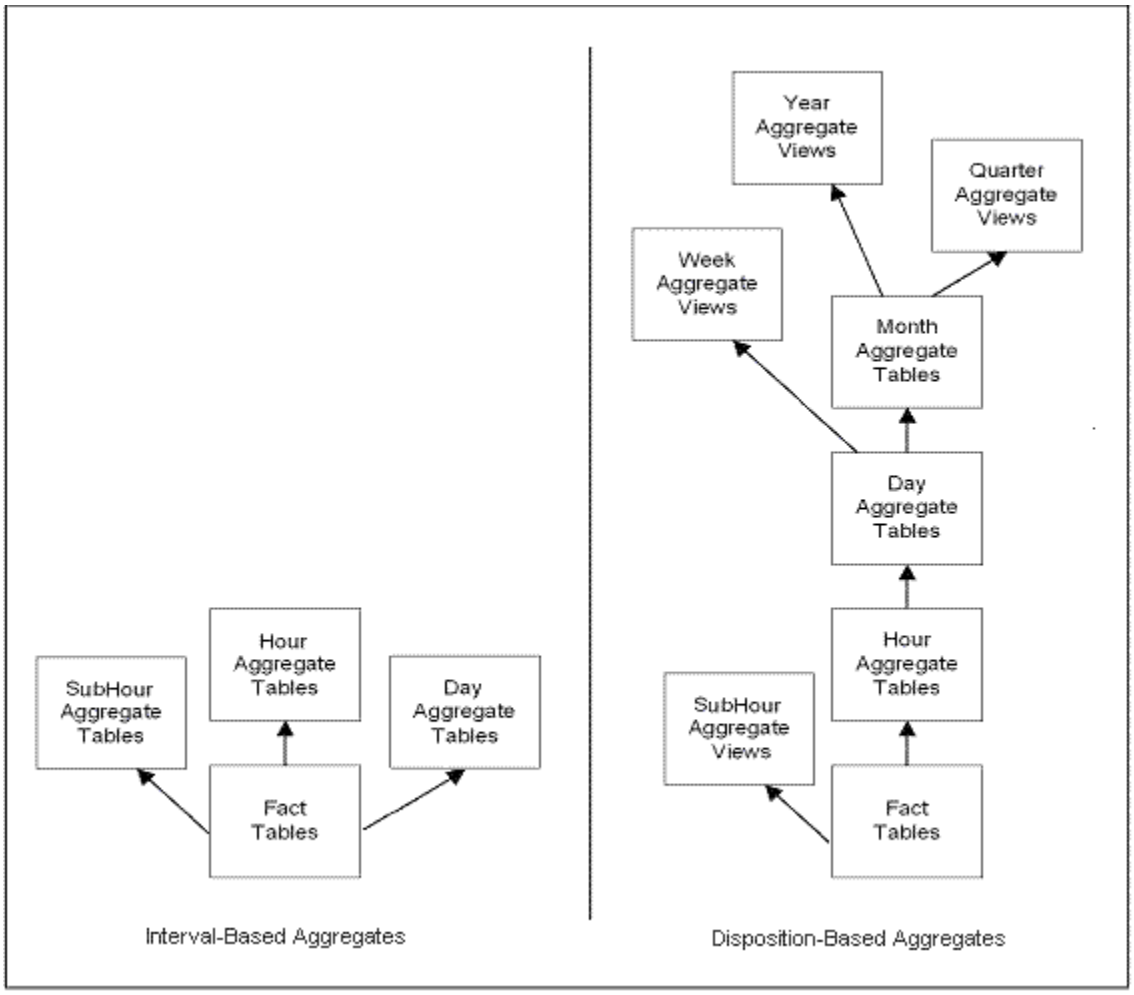


Figure 4: Aggregate Data Organization—for Genesys Interactive Insights Reports

[1] The time format is cropped, in this example, for brevity and clarity. The actual format should be provided as HH:MM:SS.

Genesys Info Mart Views Database Schema

The Genesys Info Mart Views database schema contains read-only views on the dimensions, facts and aggregates in the Genesys Info Mart database schema. These views shield business users from evolutionary changes in the underlying tables and views, and they also prevent them from accidentally changing Genesys Info Mart data. Single-tenant deployment applications, as well as multi-tenant deployment service-provider applications, should query Genesys Info Mart data by using these views.

Specifically, this database schema contains:

- Dimension views
- Intraday fact views
- Historical fact views
- Blended fact views (combination of intraday and historical facts)
- Intraday aggregate views (hour level)
- Historical aggregate views (hour, day, week, month, quarter, year levels)
- Blended aggregate views (combination of intraday and historical hour aggregates)

Like the underlying fact and aggregate tables in the Genesys Info Mart database schema, the intraday fact and aggregate view names are prefixed with R_. Unlike the underlying fact and aggregate tables, the historical fact and aggregate view names are prefixed with H_. The blended fact and aggregate views, which contain a combination of intraday and historical data, have no prefix. For example, the R_INTERACTION_FACT is an intraday fact view, H_INTERACTION_FACT is a historical fact view, and INTERACTION_FACT is a view that combines the intraday and historical facts. These are depicted in the "GIM VIEWS OWNER/SCHEMA" portion of Figure 1. Your application queries the appropriate views, depending on whether it reports on intraday data, historical data, or both intraday and historical data.

Note: Since the ready-only views have exactly the same columns as their underlying dimension, fact or aggregate tables, subject area diagrams and table descriptions for the views are not provided in this schema reference.

Genesys Info Mart Tenant Views Database Schema

Genesys Info Mart supplies a separate database schema for each tenant (including the `Environment` tenant), in order to give each tenant access to only its own data. These database schemas shield business users from evolutionary changes in the underlying tables and views, and they also prevent them from accidentally changing Genesys Info Mart data. Because each tenant's data is exposed through a different database schema, RDBMS administrators can control user access to tenant-specific data. Multi-tenant deployment applications should query Genesys Info Mart data using these read-only views, rather than querying the tables and views that reside in the Genesys Info Mart database schema.

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

- Dimension synonyms
- Intraday fact synonyms
- Historical fact synonyms

- Blended fact synonyms (combination of intraday and historical facts)
- Intraday aggregate synonyms (hour level)
- Historical aggregate synonyms (hour, day, week, month, quarter, and year levels)
- Blended aggregate synonyms (combination of intraday and historical hour aggregates)

Like the underlying fact and aggregate views in the Genesys Info Mart Views database schema, the intraday fact and aggregate synonym names are prefixed with R_, the historical fact and aggregate synonym names are prefixed with H_, and the blended fact and aggregate synonyms have no prefix. The synonyms for one tenant, and the views on which they are based, are depicted in the GIM Tenant 1 Views Owner/Schema and GIM Views Owner/Schema portions of Figure 5. Your application queries the appropriate views, depending on whether it reports on intraday data, historical data, or both intraday and historical data.

Note: Since the synonyms have exactly the same columns as their underlying dimension, fact, or aggregate views, subject area diagrams and table descriptions for these synonyms are not provided in this schema reference.

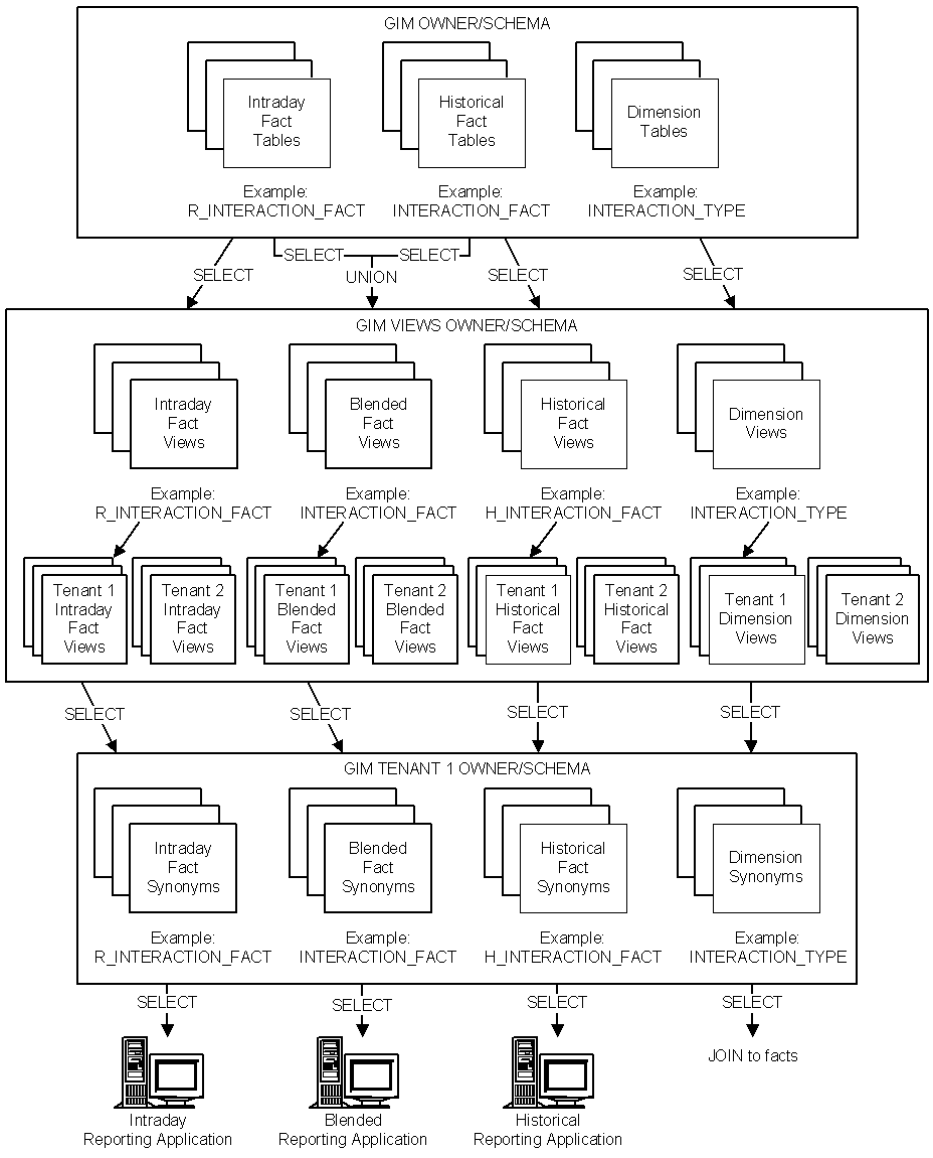


Figure 5: Multi-Tenant Data Organization

New In This Release

This section describes new or changed tables, views, and other changes to the Info Mart structure to support functionality that was introduced in the initial 7.6 release of Genesys Info Mart or in subsequent maintenance releases.

New in Release 7.6.012

Release 7.6.012 of Genesys Info Mart adds new tables to Info Mart to support the functionality introduced with this release:

- New aggregation tables—To support disposition-based aggregates from which you can build your own custom reports to measure agent and agent group handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype:
  - AG2_OUT_V_IXN_AGENT_HOUR
  - AG2_OUT_V_IXN_AGENT_GRP_HOUR

  Day- and month-level aggregations are provided for all of these tables (suffix *_DAY and *_MONTH respectively).

- Views have also been added for the following new disposition-based aggregation tables to facilitate reporting of subhour-, week-, month-, quarter-, and year-level data. These views all share the same suffixes of _SUBHR, _WEEK, _QRTR, and _YEAR respectively:
  - AG2_OUT_V_IXN_AGENT
  - AG2_OUT_V_IXN_AGENT_GRP

  Read more about these aggregation tables and views in the next chapter.

- Two new subject areas have been added to this document to illustrate the relationships between the new aggregation tables and dimensions:
  - Aggr2_Out_V_Ixn_Agent
  - Aggr2_Out_V_Ixn_Agent_Grp

Refer to the *Genesys Migration Guide* and other documents in the Genesys Info Mart 7.6 documentation set for a description of Genesys Info Mart 7.6 changes other than modifications to database structure.

New in Release 7.6.005

Release 7.6.005 of Genesys Info Mart adds several new tables to Info Mart structure to support the functionality introduced with this release:

- New aggregation tables—Storing interval and disposition-based information about the interaction-handling activities of inbound voice interactions and the resource states and reasons on voice devices:
    - AG2_INB_V_AGENT_QUEUE
    - AG2_INB_V_IXN_AGENT and AG2_INB_V_IXN_AGENT_GRP
    - AG2_INB_V_IXN_ID
    - AG2_INB_V_I_IXN_AGENT
    - AG2_INB_V_I_SESS_STATE
    - AG2_INB_V_I_STATE_RSN
    - AG2_INB_V_QUEUE and AG2_INB_V_QUEUE_GRP
    - AG2_INB_V_QUEUE_ANS
    - AG2_INB_V_QUEUE_ABN

  These tables are used by the Genesys Interactive Insights product, which provides tools for generating reports off an Info Mart 7.6 database.

  Hour- and day-level aggregations are provided for all of these tables (suffix *_HOUR and *_DAY respectively). In addition, subhour tables (*_SUBHR), configured at user discretion for 15- or 30-minute aggregation, are provided for the interval-based tables (AG2_INB_V_I_*); month tables (*_MONTH) are provided for the disposition tables (the remaining tables).
- DATA_MIGRATION—Storing information about the progress of migrated tables.
- DATE_TIME dimension—Combining the functionality provided by ENTERPRISE_DATE and TIME_OF_DAY tables in a non-time zone related format.
- Detail tables (DT_*)—Storing detailed information about agent states and reasons.
    - DT_RES_STATE_FACT and DT_RES_STATE_REASON_FACT—Detailed information about agent states and the reasons for those states
    - DT_DND_FACT—Detailed information about do-not-disturb states
- INTERACTION_RESOURCE_FACT—Reflecting a resource-of-interest's participation in voice interactions where the resource of interest is an agent, self service IVR port, ACD Position, or an ACD queue, routing point, or non-self service IVR (where the interactions end at these resources).
- INTERACTION_RESOURCE_STATE—Characterizing interaction resource state facts by state (for example, dialing, ringing, talking), role (initiator/receiver), and descriptor (for example, inbound, outbound).
- IXN_RESOURCE_STATE_FACT—Containing detailed voice interaction-related state transitions of an agent, self service IVR port, or ACD Position.
- MEDIATION_SEGMENT_FACT—Taking the place of VQ_SEGMENT_FACT, this table stores information about interactions entering and passing through other mediation DN types in addition to virtual queues. Several new columns have been added to accommodate this functionality.
- MMEDIA_IXN_FACT_EXT—Combining the CHAT_IXN_FACT_EXT and EMAIL_IXN_FACT_EXT tables into one, this table extends their scope by storing media-specific facts about open media as well as multimedia interactions.

- MMEDIA_SEG_FACT_EXT— Combining the CHAT_SEG_FACT_EXT and EMAIL_SEG_FACT_EXT tables into one, this table extends their scope by storing media-specific facts about open media as well as multimedia interaction segments.
- RESOURCE_GROUP_COMBINATION—Bridging facts with the GROUP_ dimension to facilitate the retrieval of resource group information given the many-to-many relationships that exist between these tables.
- STOP_ACTION—Indicating why, and by whom, Multimedia interaction segments were stopped.
- VOICE_RES_FACT_EXT—Characterizing interaction resource facts by voice-specific states and other attributes, such as whether text-to-speech or speech recognition was used in the processing of interactions.
- Summarized tables (SM_*)—Storing summarized information about agent activity by media type:
    - SM_RES_STATE_FACT and SM_RES_STATE_REASON_FACT—Summarized information about agent states and the reasons for those states
    - SM_RES_SESSION_FACT— Summarized information about agent sessions
- Starting with Genesys Info Mart release 7.6.004, Genesys Info Mart provides support for UserEvent-based key-value pair (KVP) data that is sent within a configurable timeout after the associated voice interaction ends.
- Starting with Genesys Info Mart release 7.6.005, Genesys Info Mart provides enhanced support for reporting tools such as GI2 to report on:
    - Additional categories of calls—Calls that were too short for any useful customer interaction to have occurred; calls that rang at an agent, were not answered, and were subsequently transferred to another resource (Route on no answer [RONA]); calls that were abandoned while ringing.
    - The business attribute, if any, assigned to interactions that were distributed from Automatic Call Distribution (ACD) or Virtual Queues.
    - Inbound interactions that had a defined Baseline Service Objective and were offered to a resource.
    - The number of times inbound interactions were answered.

  For more information about the Info Mart database schema changes that support this functionality, see the “Document Change History” section on page 10.
- Improves aggregation and purging performance through the use of new indexes to improve access time to various tables in the Info Mart database schema. For more information about the indexes introduced in Genesys Info Mart release 7.6.005, see the “Document Change History” section on page 10.

For users migrating from the Genesys Info Mart 7.5 release, this release also expands the functionality of pre-existing tables:

- TECHNICAL_DESCRIPTOR—Now stores extended virtual queue dispositions regarding cleared interactions in the RESULT_REASON and RESULT_REASON_CODE fields:

  - RoutedFromAnotherVQ
  - DefaultRoutedByStrategy
  - DefaultRoutedBySwitch
  - TargetsCleared
  - Rejected
  - Revoked
  - PulledBackTimeout
  - Stopped
  - RoutedToOther
- Start and end DATE_TIME keys and a TIME_SLICE column were added to the following tables:
  - AGGREGATE_CTRL_SUBHOUR
  - AGGREGATE_CTRL_HOUR
  - AGGREGATE_CTRL_DAY
  - AGGREGATE_CTRL_MONTH
- RESOURCE_—Includes a new field, RESOURCE_ALIAS, to enable reporting based on a DN's alias.
- Column widths were expanded in the following tables to accommodate 20-digit media server interaction IDs:
  - INTERACTION_FACT
  - INTERACTION_SEGMENT_FACT
  - GVP_CALL_FACT
- TIME_RANGE—Adds 14 time-range buckets (BOUND_6 through BOUND_19) to categorize abandoned and answered interactions. The TIME_RANGE_TYPE and TIME_RANGE_TYPE_CODE fields were also added to this table to classify the time range type: abandoned or answered.
- Some date and time-related indexes were updated to include keys to the TIME_OF_DAY dimension.

In addition, because some tables were renamed in this release, new views have been provided within Info Mart schema to maintain backward compatibility for reports that you may have created, namely:

- VQ_SEGMENT_FACT
- CHAT_IXN_FACT_EXT
- EMAIL_IXN_FACT_EXT
- CHAT_SEG_FACT_EXT
- CHAT_IXN_FACT_EXT

Views have also been added for the following new disposition-based, aggregation tables to facilitate reporting of subhour-, week-, month-, quarter-, and year-level data. These views all share the same suffixes of _SUBHR, _WEEK, _QRTR, and _YEAR respectively:

- AG2_INB_V_AGENT_QUEUE
- AG2_INB_V_IXN_AGENT and AG2_INB_V_IXN_AGENT_GRP
- AG2_INB_V_IXN_ID
- AG2_INB_V_QUEUE and AG2_INB_V_QUEUE_GRP
- AG2_INB_V_QUEUE_ABN
- AG2_INB_V_QUEUE_ANS

Read more about these aggregation tables and views in the next chapter.

The following views are no longer included in Info Mart schema:

- AIV_VOICE_SEG_FACT_EXT
- AIV_VOICE_IXN_FACT_EXT
- AIV_RESOURCE_STATE_REASON_FACT
- AIV_RESOURCE_GROUP_FACT
- AIV_INTERACTION_SEGMENT_FACT
- AIV_INTERACTION_FACT

Several new subject areas have been added to this document to illustrate the relationships between the new fact tables and dimensions and the new aggregation tables and dimensions:

- Aggr2_Inb_V_Agent_Q
- Aggr2_Inb_V_I_Ag_Session_State
- Aggr2_Inb_V_I_Ag_State_Reason
- Aggr2_Inb_V_I_Ixn_Agent
- Aggr2_Inb_V_Ixn_Agent
- Aggr2_Inb_V_Ixn_IxnDscr
- Aggr2_Inb_V_Q
- Aggr2_Inb_V_Q_Abn
- Aggr2_Inb_V_Q_Ans
- Aggr2_Inb_V_Q_Group
- Detail_Resource_State
- Detail_Resource_State_Reason
- Do_Not_Disturb
- Interaction_Resource
- Interaction_Resource_State
- Mediation_Segment
- Summary_Resource_Session
- Summary_Resource_State
- Summary_Resource_State_Reason

Lastly, this document's format has been changed 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 (GIM) Server gathers Info Mart data. A more compressed format uses the following abbreviations to characterize fields throughout this document:

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

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

Refer to the *Genesys Migration Guide* and other documents in the Genesys Info Mart 7.6 documentation set for a description of Genesys Info Mart 7.6 changes other than modifications to database structure.

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 or aggregate table surrounded by the dimension tables that describe it.

This chapter describes each of these subject areas.

Understanding the Subject Area Diagrams

Intraday and Historical Data

The subject area diagrams combine intraday and historical data. They represent the dimensions, facts, and aggregates that are accessed through the Genesys Info Mart Views database schema. A given fact or aggregate table, and the read-only views defined on it, have exactly the same columns. For more information about the relationship between tables and views in Genesys Info Mart schemas, see "Genesys Info Mart Overview".

Note: Your application supplies a prefix to table names, as applicable, to indicate the reporting view being used:

- R_ for intraday reports
- H_ for historical reports
- No prefix for blended intraday and historical reports.

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, fact, or aggregate tables in the diagrams:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY
- GMT_ROW_CREATED_TIME
- GMT_ROW_UPDATED_TIME
- PURGE_FLAG

Also, the following reserved columns are not displayed in the fact tables in the diagrams:

- COST_LOCAL_CURRENCY
- COST_STD_CURRENCY
- LOCAL_ENTERPRISE_DATE_KEY
- LOCAL_TENANT_DATE_KEY
- LOCAL_TIME_OF_DAY_KEY
- LOCAL_START_TIME
- LOCAL_END_TIME
- REVENUE_LOCAL_CURRENCY
- REVENUE_STD_CURRENCY

Legend

The subject area diagrams use the following conventions:

- The fact and aggregate tables have a shaded background.
- Dimension tables have a white background.

- Surrogate key references from fact tables to dimension tables are represented by solid lines.
- Surrogate key references from dimension tables to other dimension tables (*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 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 107. The subject area diagram shows the PLACE_GROUP_FACT table (in blue) surrounded by the dimension tables that describe it.

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

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_Segment 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_SEGMENT_FACT and PLACE_GROUP_FACT
- INTERACTION_SEGMENT_FACT and RESOURCE_GROUP_FACT
- INTERACTION_SEGMENT_FACT and RESOURCE_SKILL_FACT

For sample queries that address the most common reporting requirements, refer to the *Genesys Info Mart 7.6 SQL Queries Guide.*

Notes

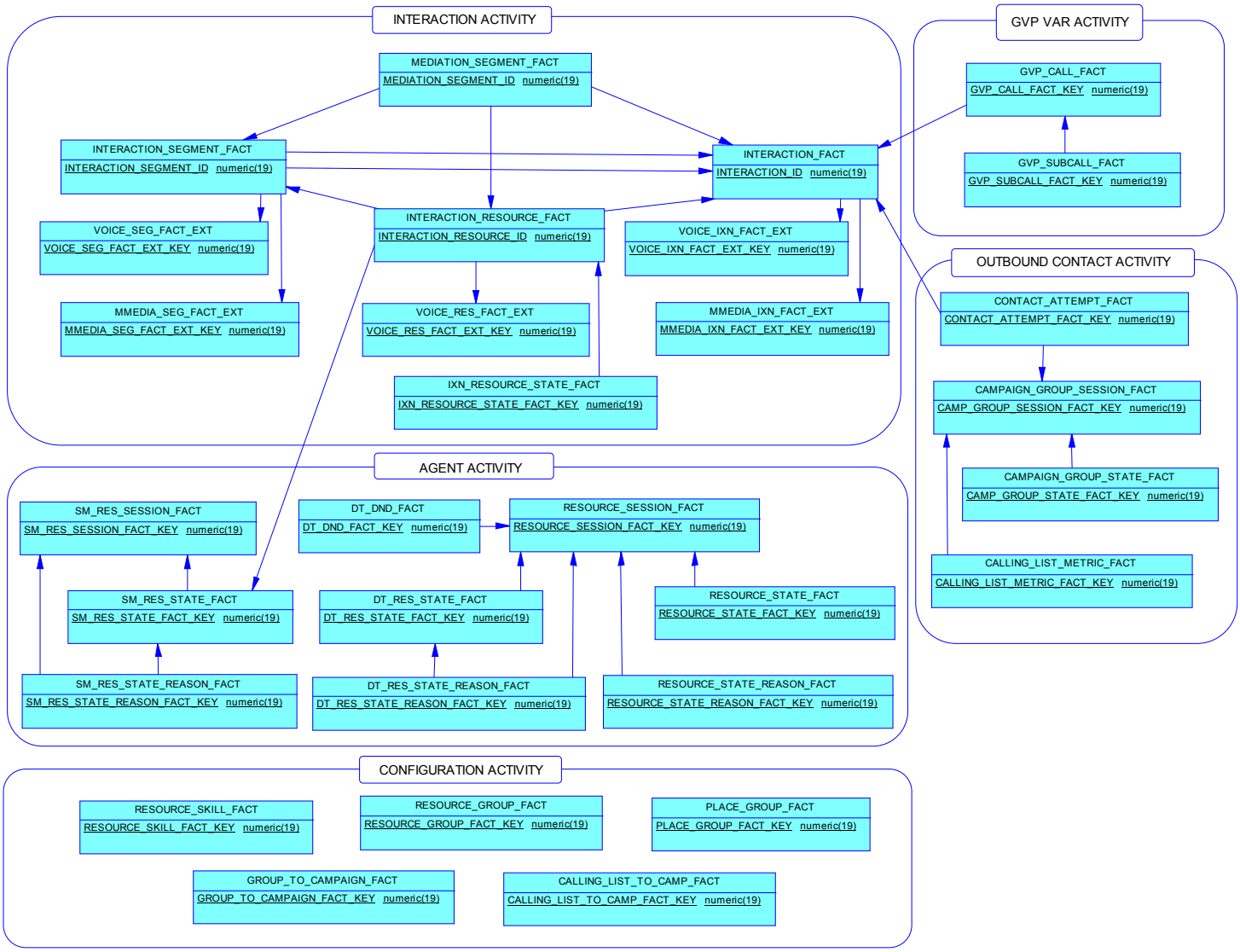
The subject area diagrams depict fact or aggregate table views that blend intraday and historical data. The corresponding intraday-only and historical-only views contain exactly the same columns as the blended view depicted in the diagram.

To access intraday-only data in the Info Mart, prefix the view name with R_.

To access historical-only data, prefix the view name with H_ in the Genesys Info Mart Views database schema. Refer to "Genesys Info Mart Overview" in Chapter 1, for more information about intraday-only, historical-only, and blended fact and aggregate views.

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

Related Facts Tables



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.

Notes:
Genesys Info Mart does not populate the relationship between INTERACTION_SEGMENT_FACT and the root INTERACTION_FACT. In addition, for voice media, Genesys Info Mart does not populate the relationships between:

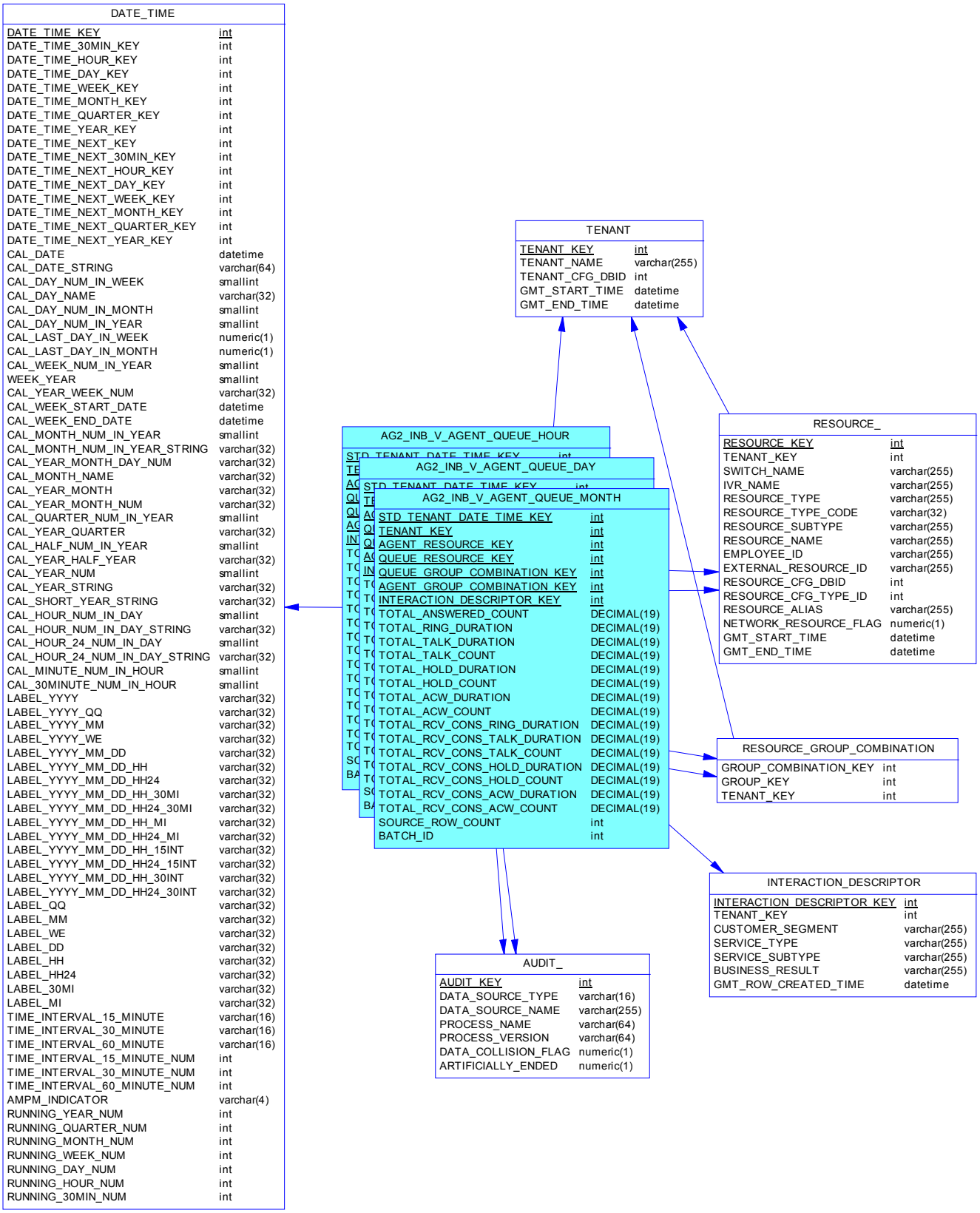
RESOURCE_STATE_FACT and RESOURCE_SESSION_FACT
RESOURCE_STATE_REASON_FACT and RESOURCE_SESSION_FACT

Subject Area 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.
DT_DND_FACT	Represents the history of contact center resource usage of the Do Not Disturb feature.
DT_RES_STATE_FACT	Represents detailed contact center resource activities.
DT_RES_STATE_REASON_FACT	Represents detailed contact center resource state reasons.
GROUP_TO_CAMPAIGN_FACT	Represents the association of an agent or place group to an outbound campaign.
GVP_CALL_FACT	Represents calls processed by Genesys Voice Platform (GVP).
GVP_SUBCALL_FACT	Represents subcall flows processed by Genesys Voice Platform (GVP).
INTERACTION_FACT	Represents interactions from a customer experience perspective.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
INTERACTION_SEGMENT_FACT	Represents interactions from the perspective of contact center resources.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. Facilitates interval-based reporting for interaction-related resource states.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD and virtual queues.
MMEDIA_IXN_FACT_EXT	Represents interactions from the perspective of a specific media type.
MMEDIA_SEG_FACT_EXT	Represents interaction segments from the perspective of a Multimedia Solution media type.
PLACE_GROUP_FACT	Represents the membership of places among place groups.
RESOURCE_GROUP_FACT	Represents the memberships of contact center resources among resource groups.
RESOURCE_SESSION_FACT	Represents detailed agent resource media sessions from login to logout.
RESOURCE_SKILL_FACT	Represents the skill resumes of agent resources.
RESOURCE_STATE_FACT	Represents contact center resource activities, summarized to the media type and place.
RESOURCE_STATE_REASON_FACT	Represents contact center resource state reasons, summarized to the media type and place.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.

Code	Comment
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
VOICE_IXN_FACT_EXT	Represents interactions from a voice media-specific perspective.
VOICE_RES_FACT_EXT	Represents interaction resource facts from the voice media-specific perspective.
VOICE_SEG_FACT_EXT	Represents interaction segments from a voice media-specific perspective.

Aggr2_Inb_V_Agent_Q Subject Area



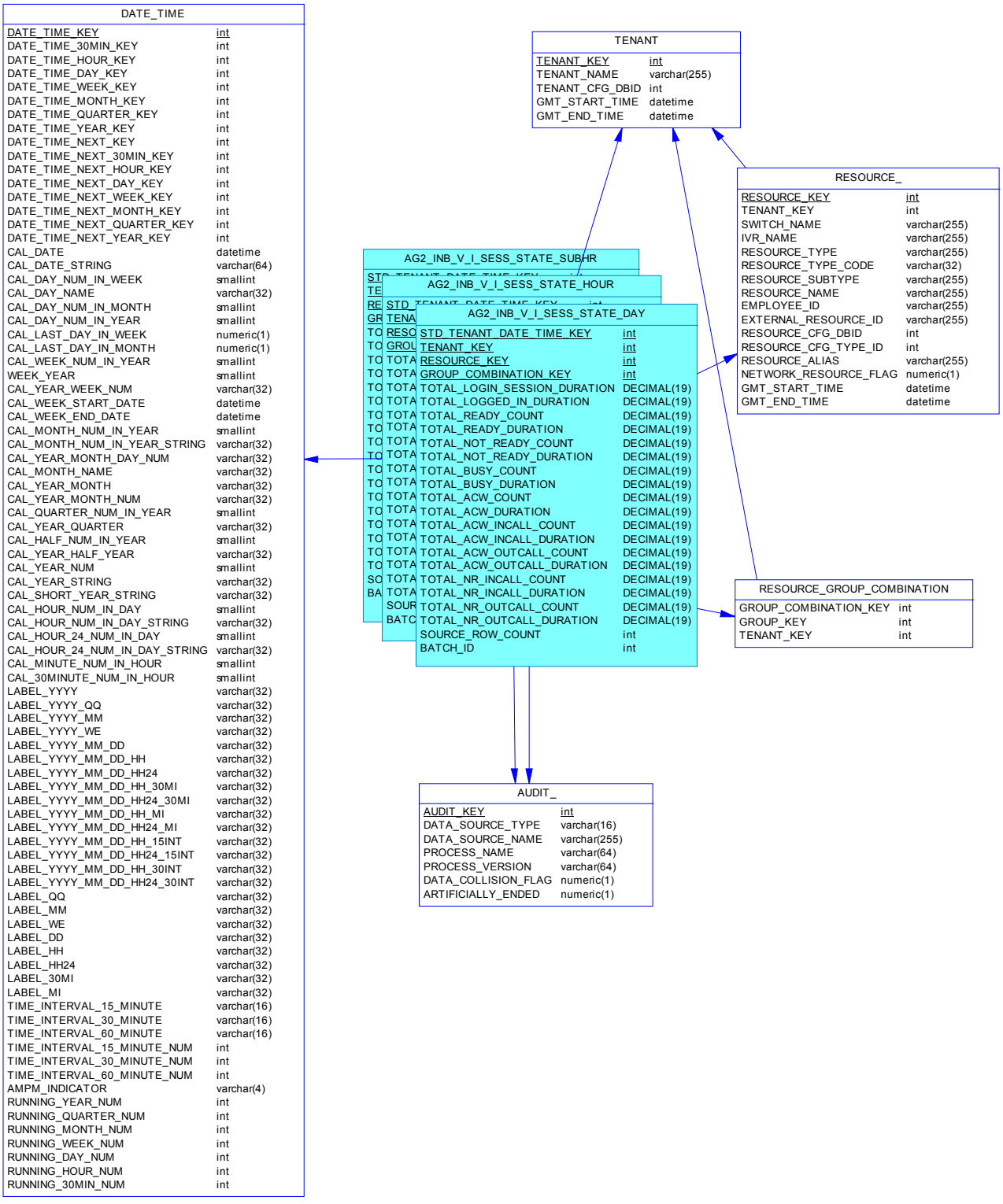
Description

This subject area provides hourly rollups of agent interaction-handling activities distributed from ACD and virtual queues, based on key business attributes (such as customer segment, service type, and service subtype), and attributed to the interval in which the agent received inbound voice interactions.

Subject Area Tables

Code	Comment
AG2_INB_V_AGENT_QUEUE_HOUR	Hourly rollup of inbound voice interaction-handling activities by agent resources who received those interactions distributed from ACD or virtual queues, based on key business attributes (such as customer segment, service type, and service subtype).
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_I_Ag_Session_State Subject Area



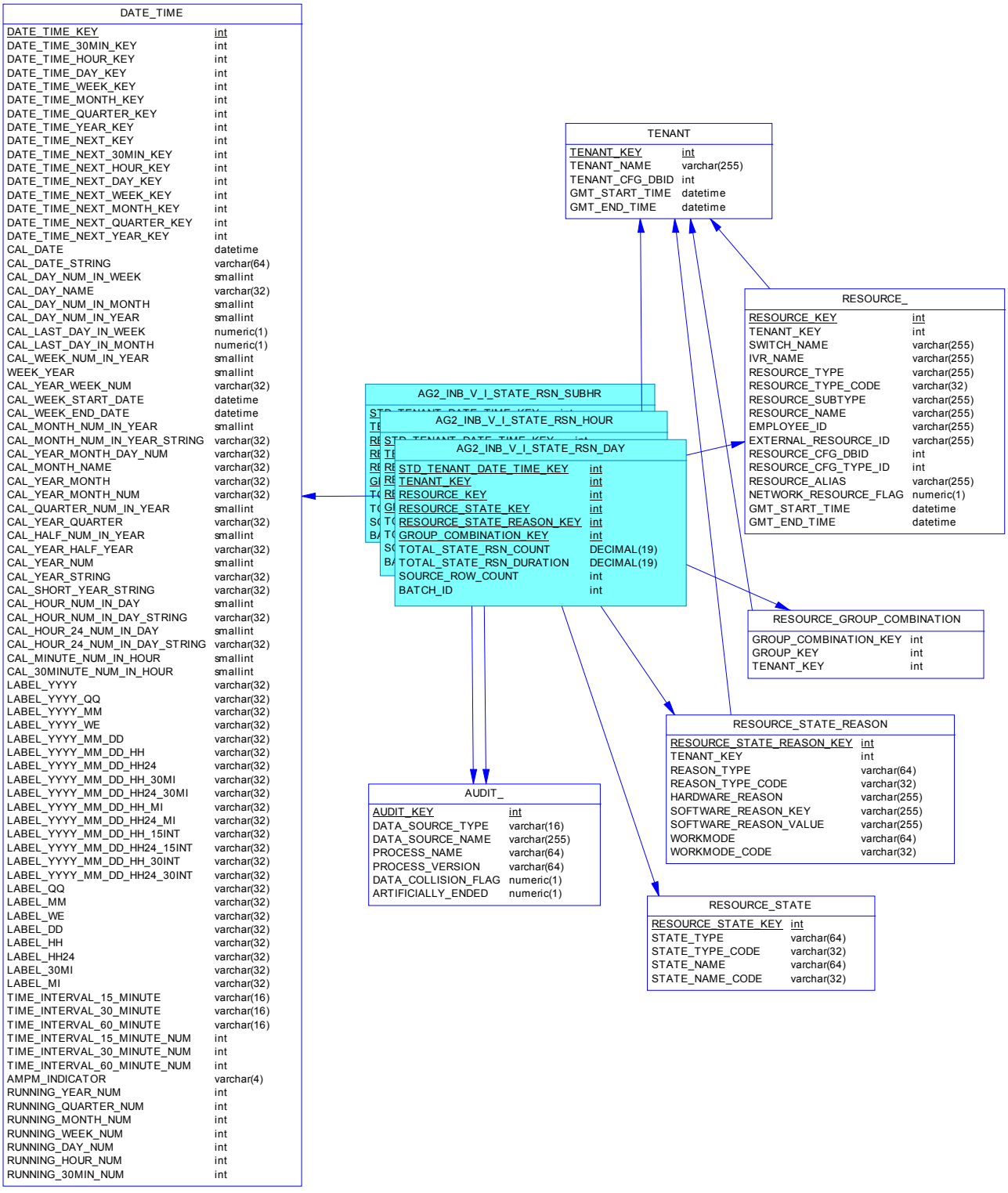
Description

This subject area provides hourly rollups of agent voice-related session states that occur within the interval.

Subject Area Tables

Code	Comment
AG2_INB_V_I_SESS_STATE_HOUR	Hourly rollup of agent voice-related session states confined to an interval.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_I_Ag_State_Reason Subject Area



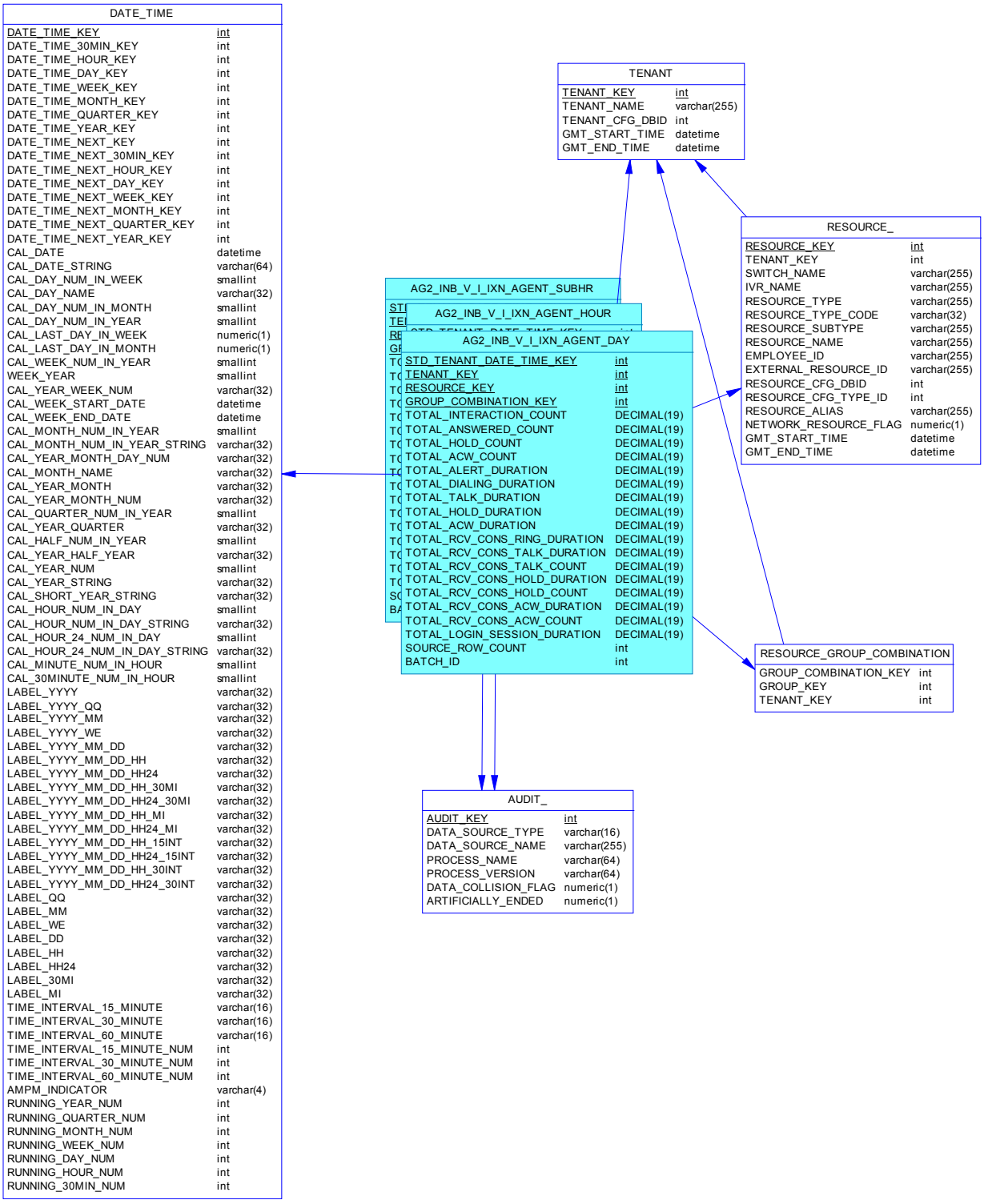
Description

This subject area provides hourly rollups of reasons for agent voice-related states, confined to the interval.

Subject Area Tables

Code	Comment
AG2_INB_V_I_STATE_RSN_HOUR	Hourly rollup of reasons for agent voice-related states confined to the interval.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_I_Ixn_Agent Subject Area



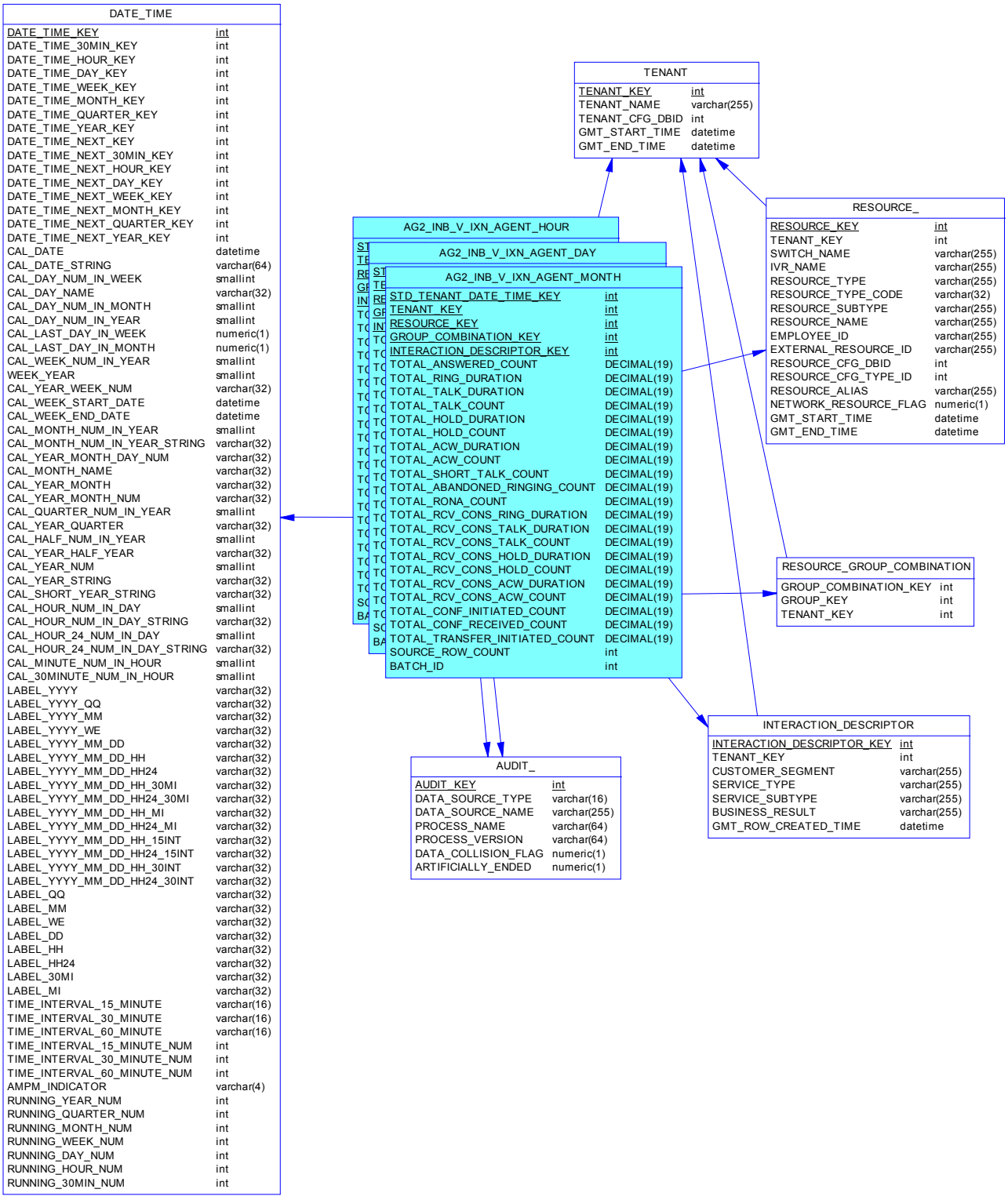
Description

This subject area provides an hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.

Subject Area Tables

Code	Comment
AG2_INB_V_I_IXN_AGENT_HOUR	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_Ixn_Agent Subject Area



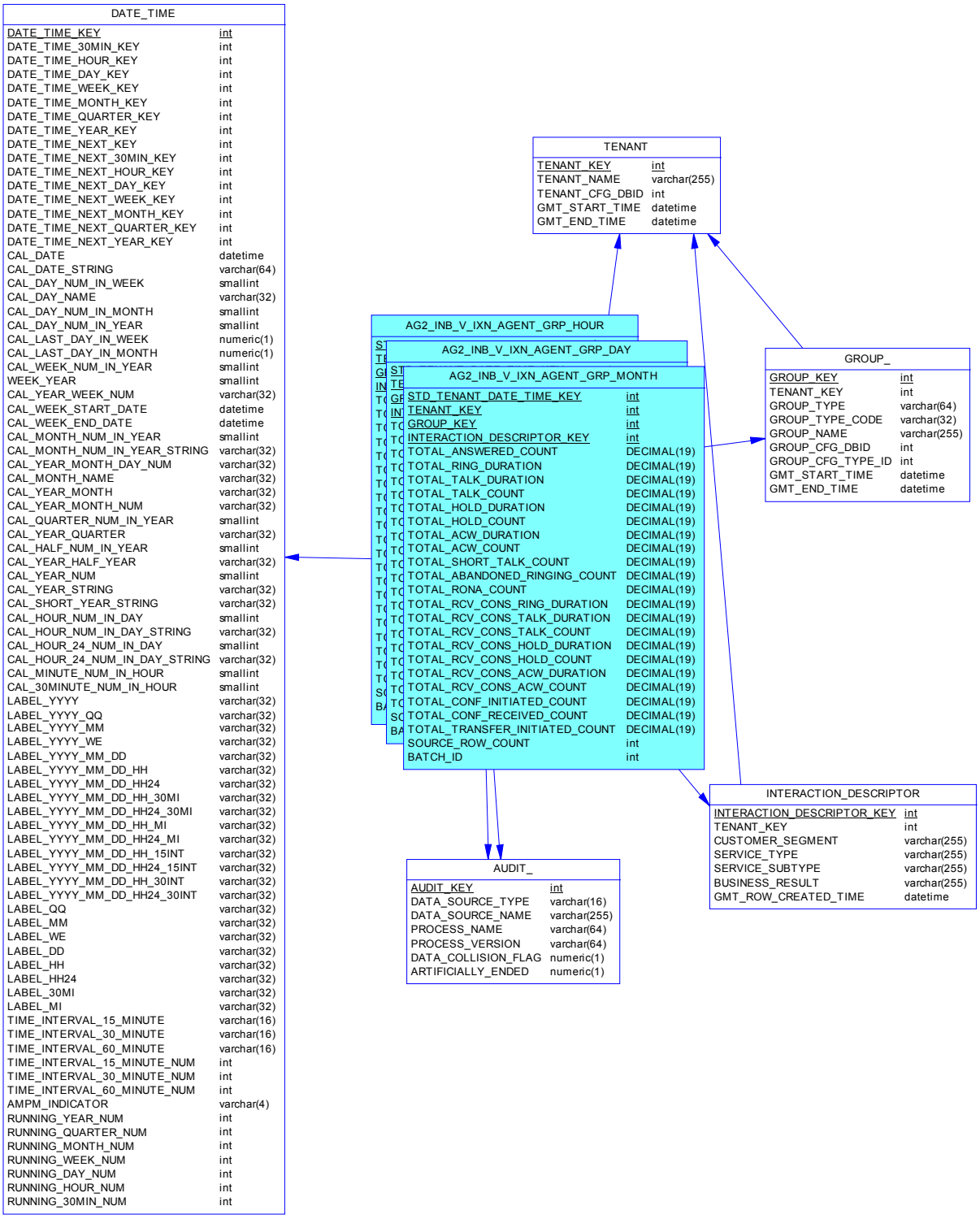
Description

This subject area provides hourly rollups of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Subject Area Tables

Code	Comment
AG2_INB_V_IXN_AGENT_HOUR	Hourly rollup of agents handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_Ixn_Agent_Grp Subject Area



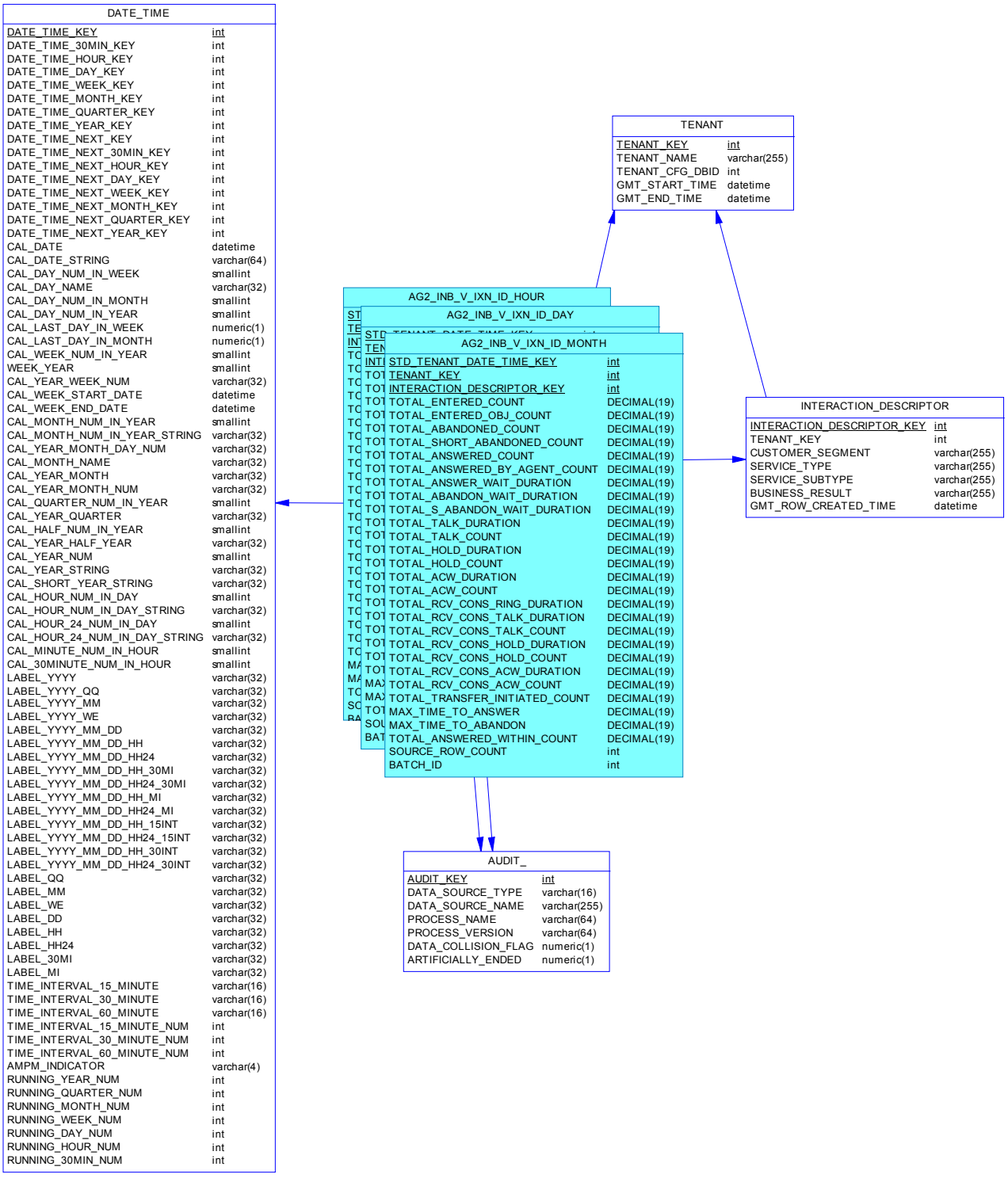
Description

This subject area provides agent group rollups of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Subject Area Tables

Code	Comment
AG2_INB_V_IXN_AGENT_GRP_HOUR	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_Ixn_IxnDscr Subject Area



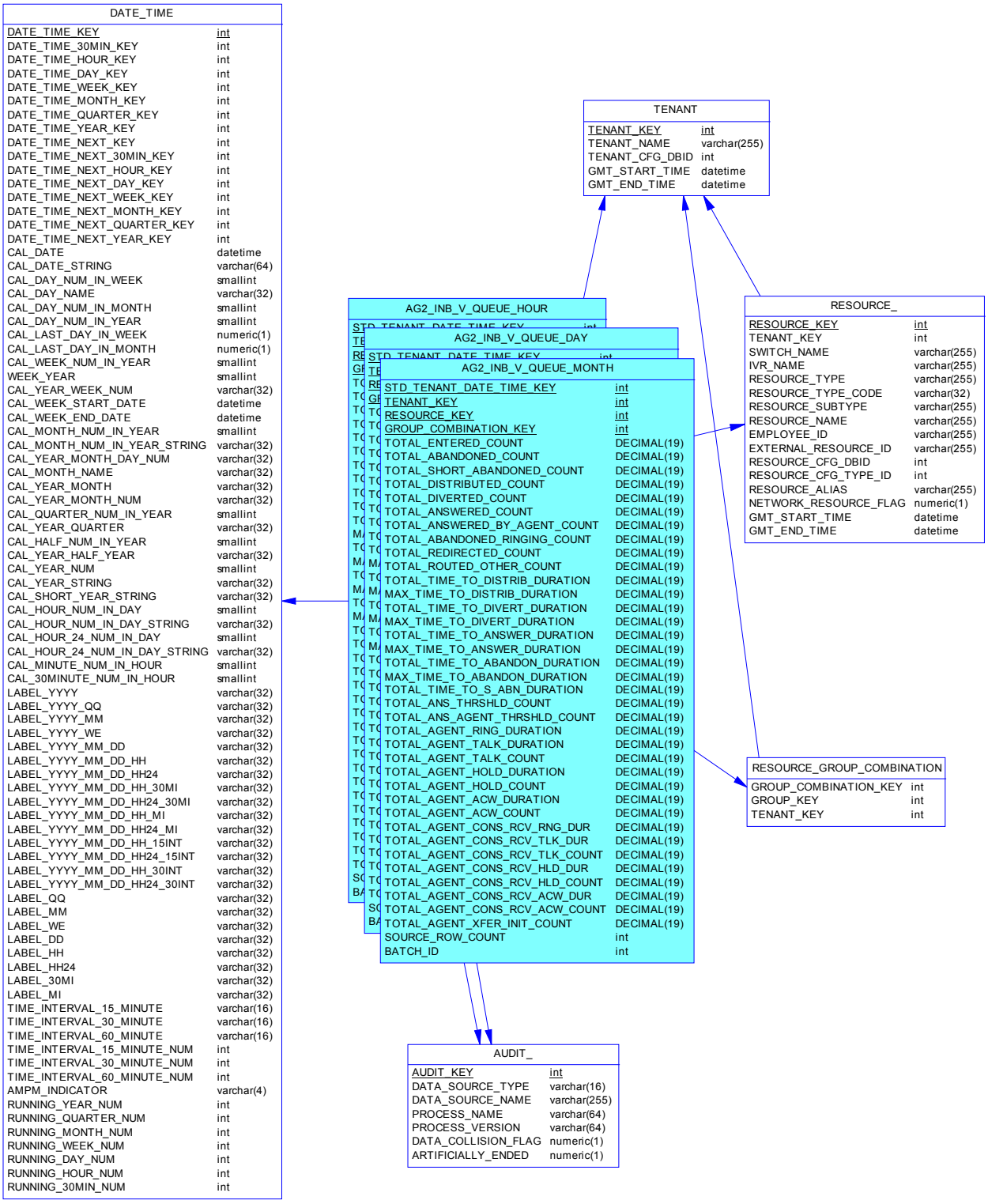
Description

This subject area provides hourly rollups of the handling activities of inbound voice interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.

Subject Area Tables

Code	Comment
AG2_INB_V_IXN_ID_HOUR	Hourly rollup of resource interaction-handling activities for inbound voice interactions that are assigned a specific business attribute.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_Q Subject Area



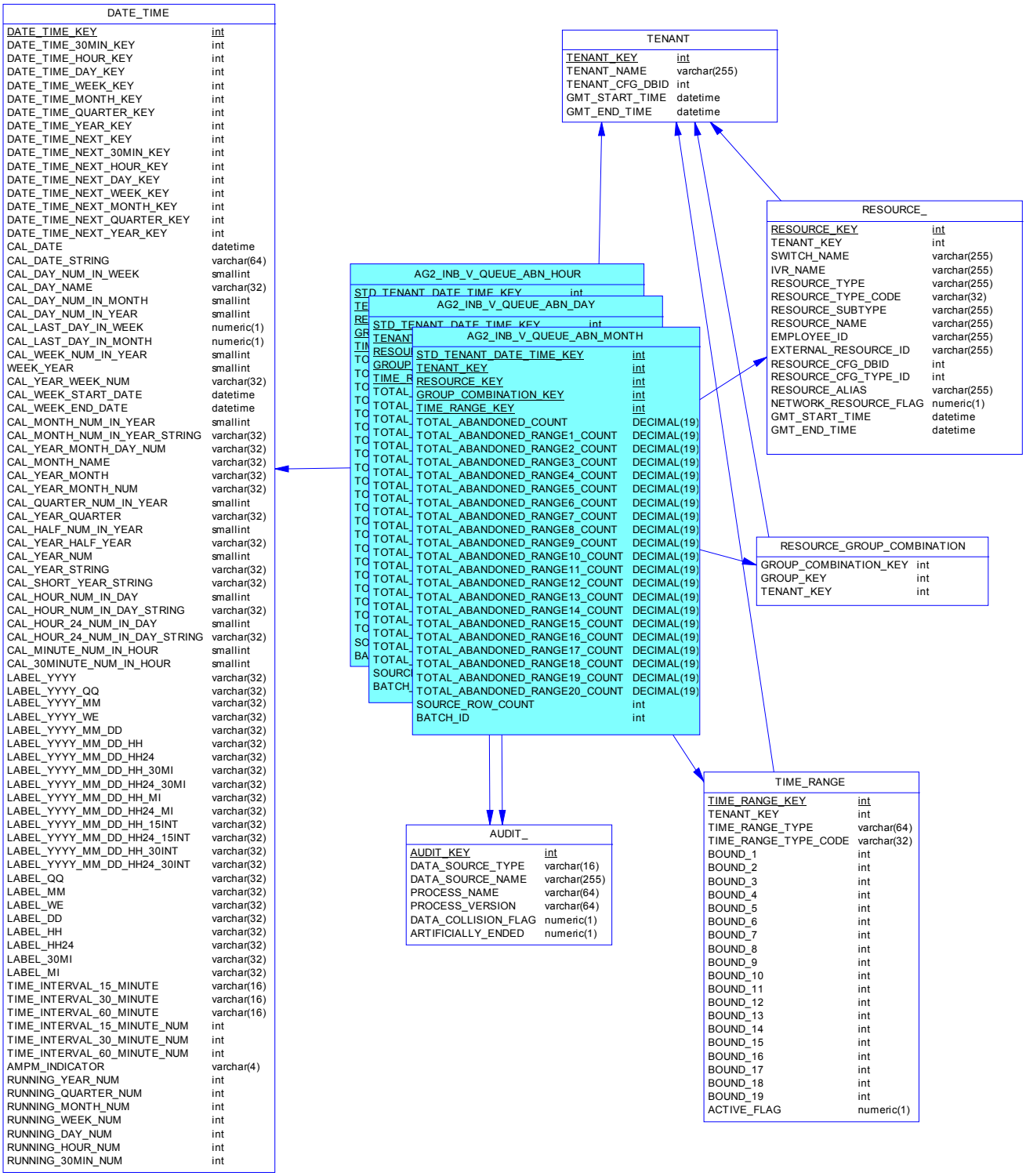
Description

This subject area provides hourly rollups of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.

Subject Area Tables

Code	Comment
AG2_INB_V_QUEUE_HOUR	Hourly rollup of the dispositions, counts, and durations related to the queuing and the handling of inbound voice interactions.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Inb_V_Q_Abn Subject Area



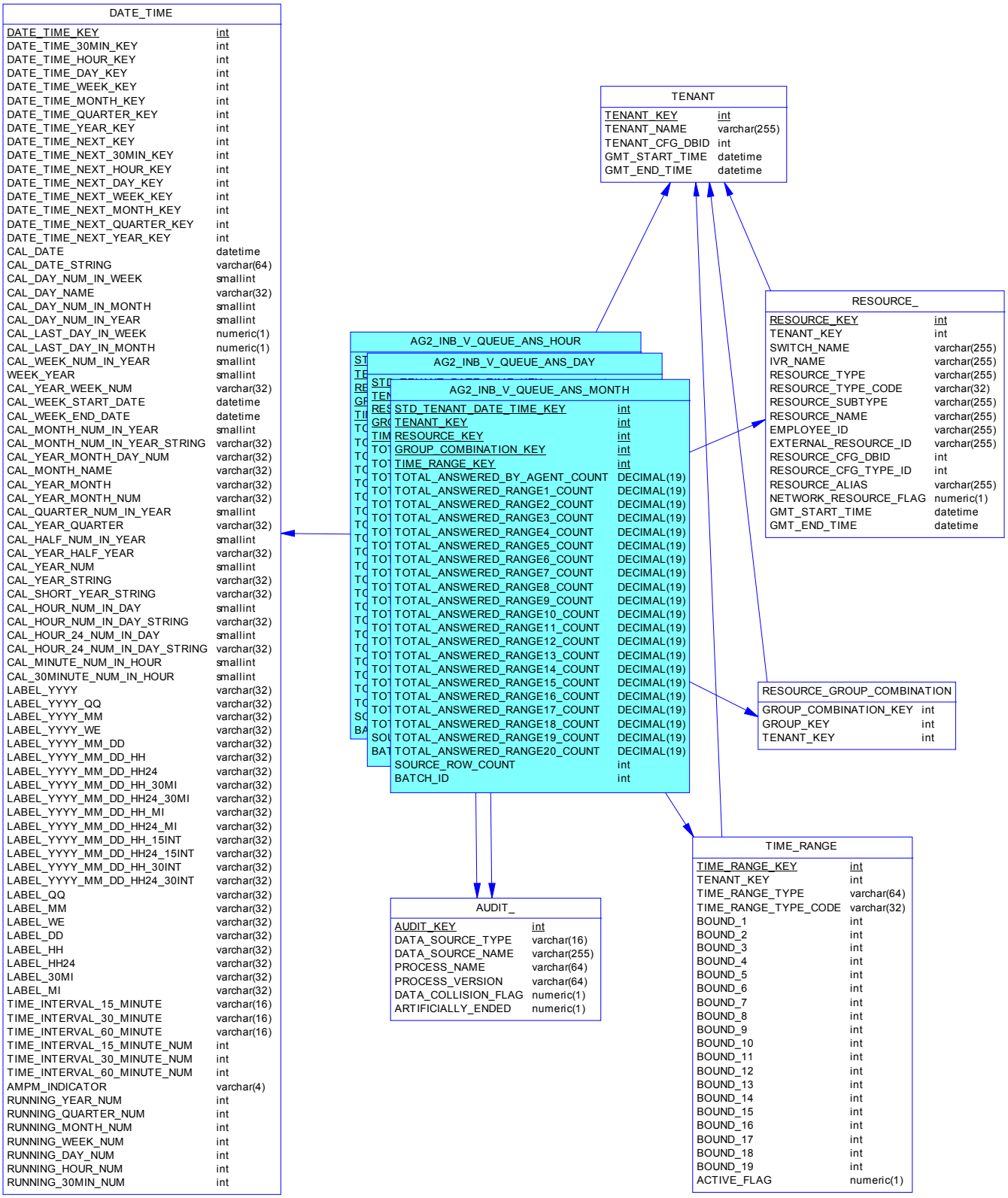
Description

This subject area provides hourly rollups of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.

Subject Area Tables

Code	Comment
AG2_INB_V_QUEUE_ABN_HOUR	Hourly rollup of inbound, abandoned-in-queue, voice interaction counts.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggr2_Inb_V_Q_Ans Subject Area



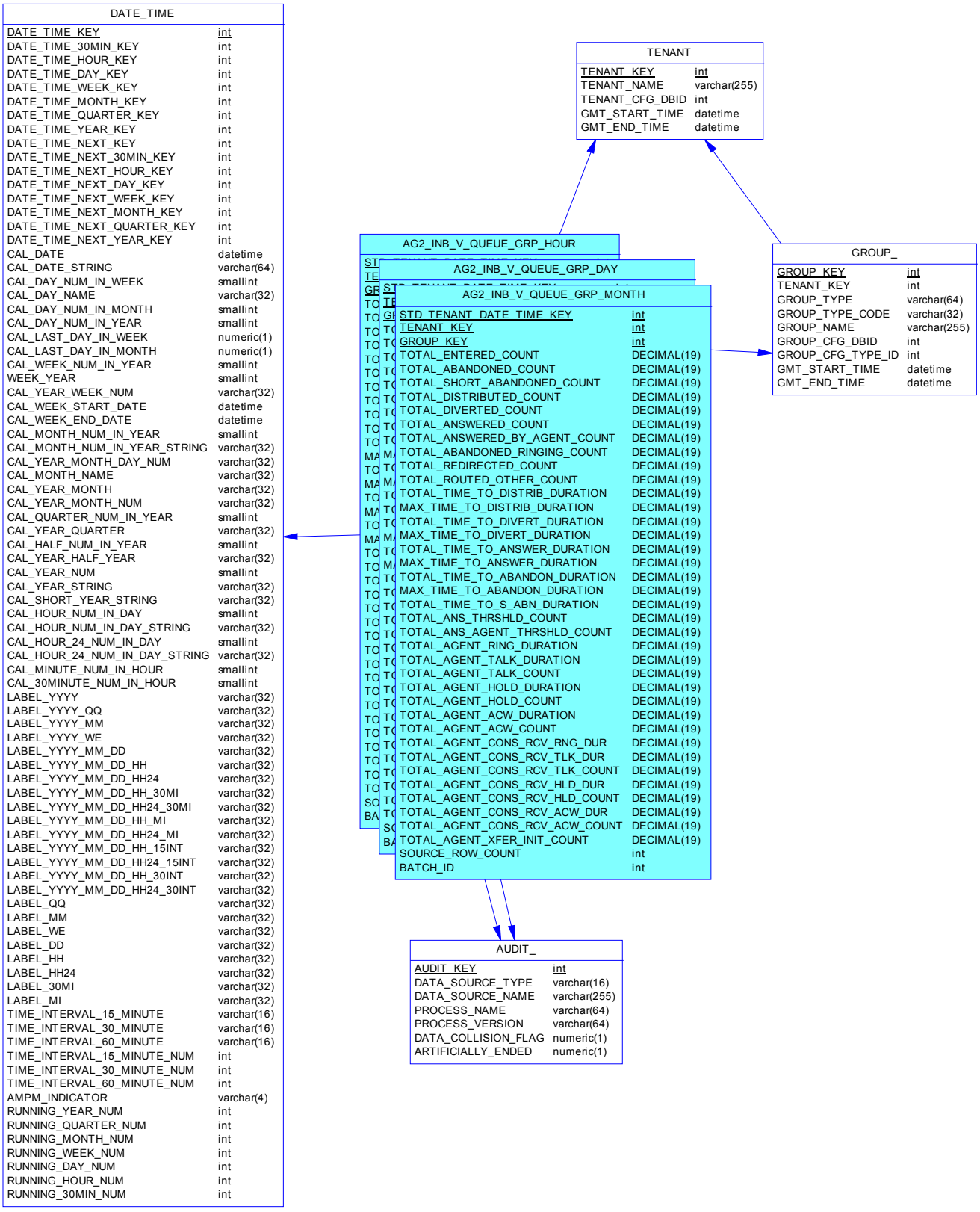
Description

This subject area provides hourly rollups of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.

Subject Area Tables

Code	Comment
AG2_INB_V_QUEUE_ANS_HOUR	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggr2_Inb_V_Q_Group Subject Area



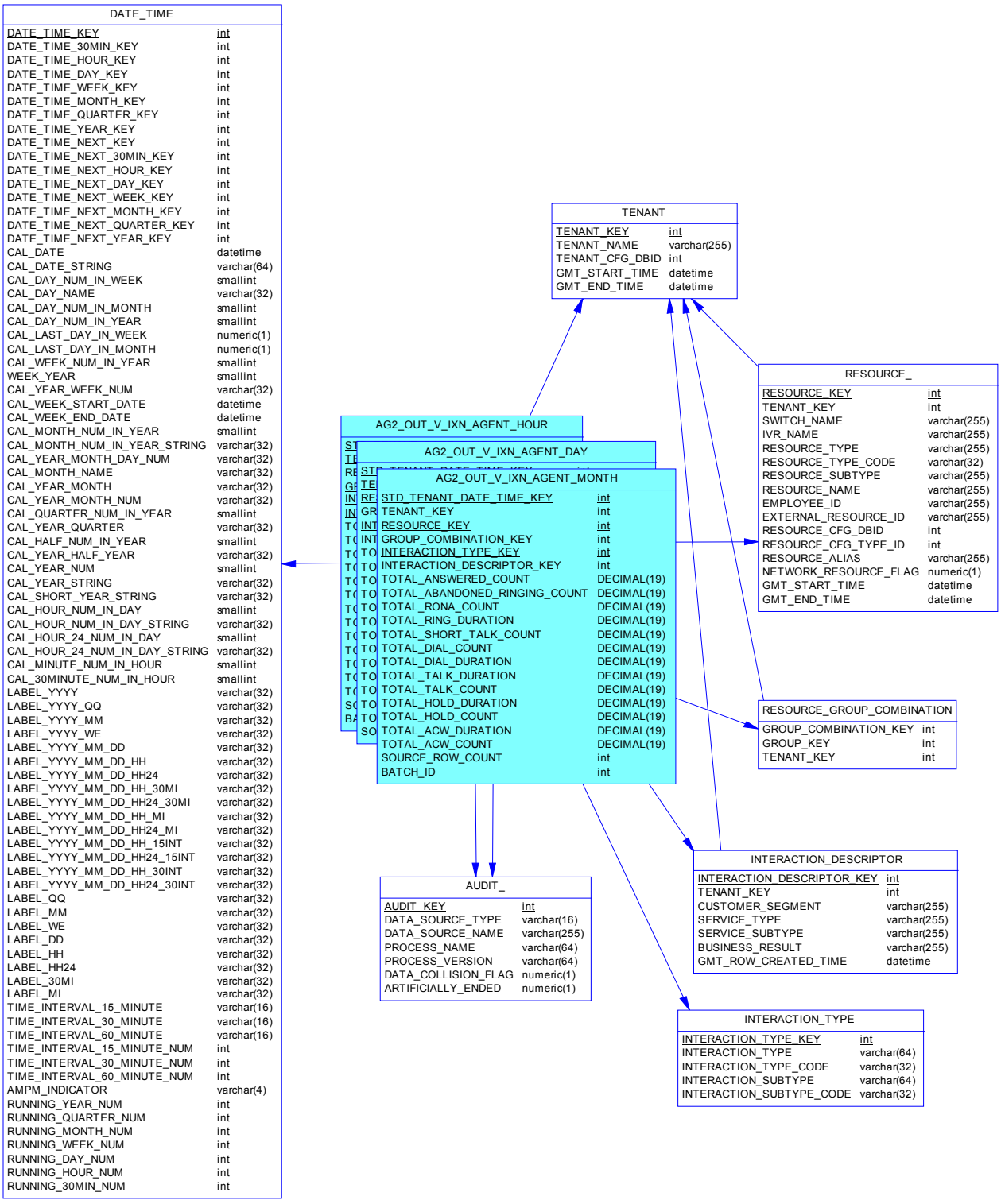
Description

This subject area provides hourly rollups of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.

Subject Area Tables

Code	Comment
AG2_INB_V_QUEUE_GRP_HOUR	Hourly rollup of the dispositions, counts, and durations related to the queuing and the handling of inbound voice interactions for ACD and virtual queues that belong to queue groups.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Out_V_Ixn_Agent Subject Area



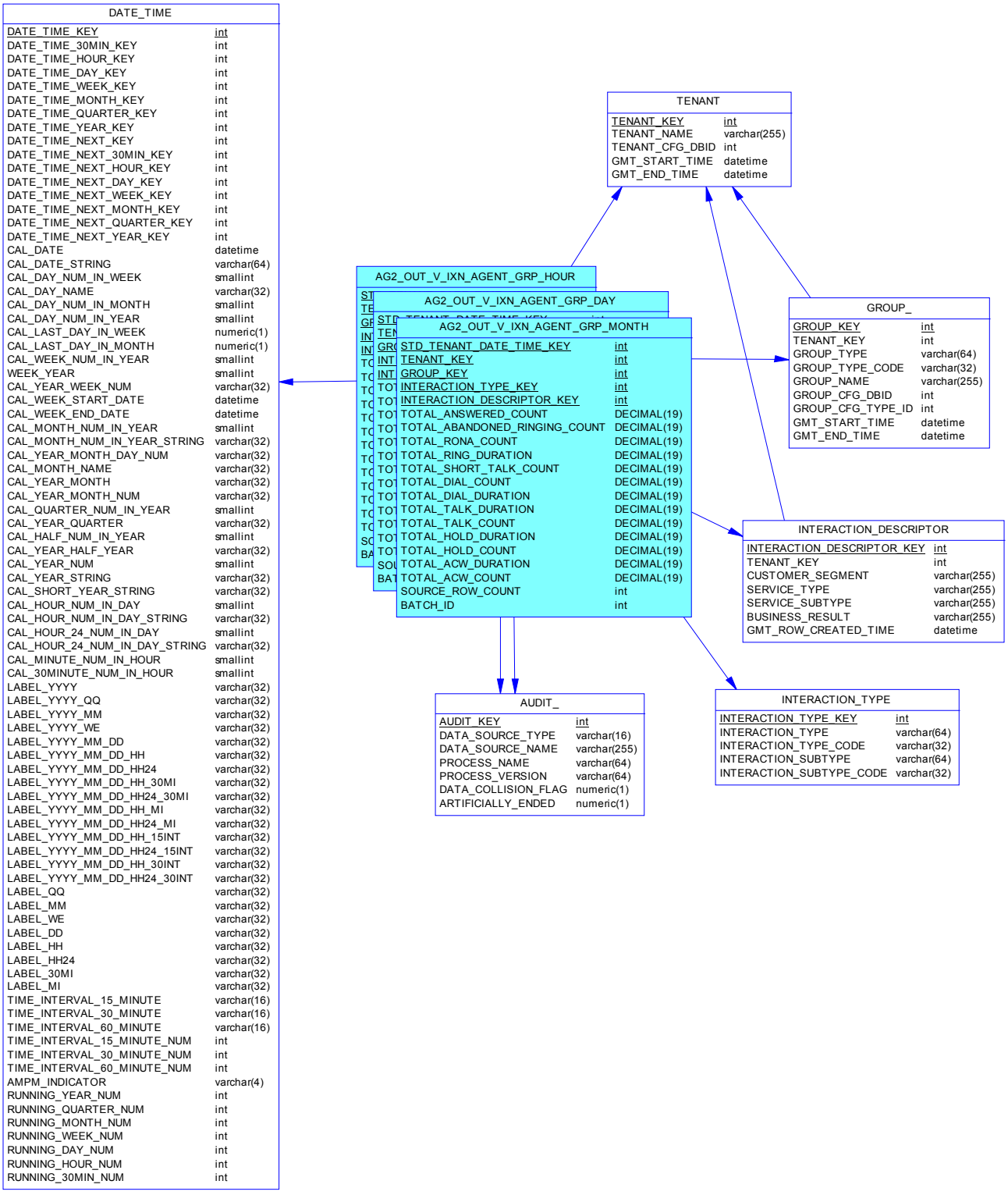
Description

This subject area provides agent rollups of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Subject Area Tables

Code	Comment
AG2_OUT_V_IXN_AGENT_HOUR	Hourly rollup of agents handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
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_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
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.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggr2_Out_V_Ixn_Agent_Grp Subject Area



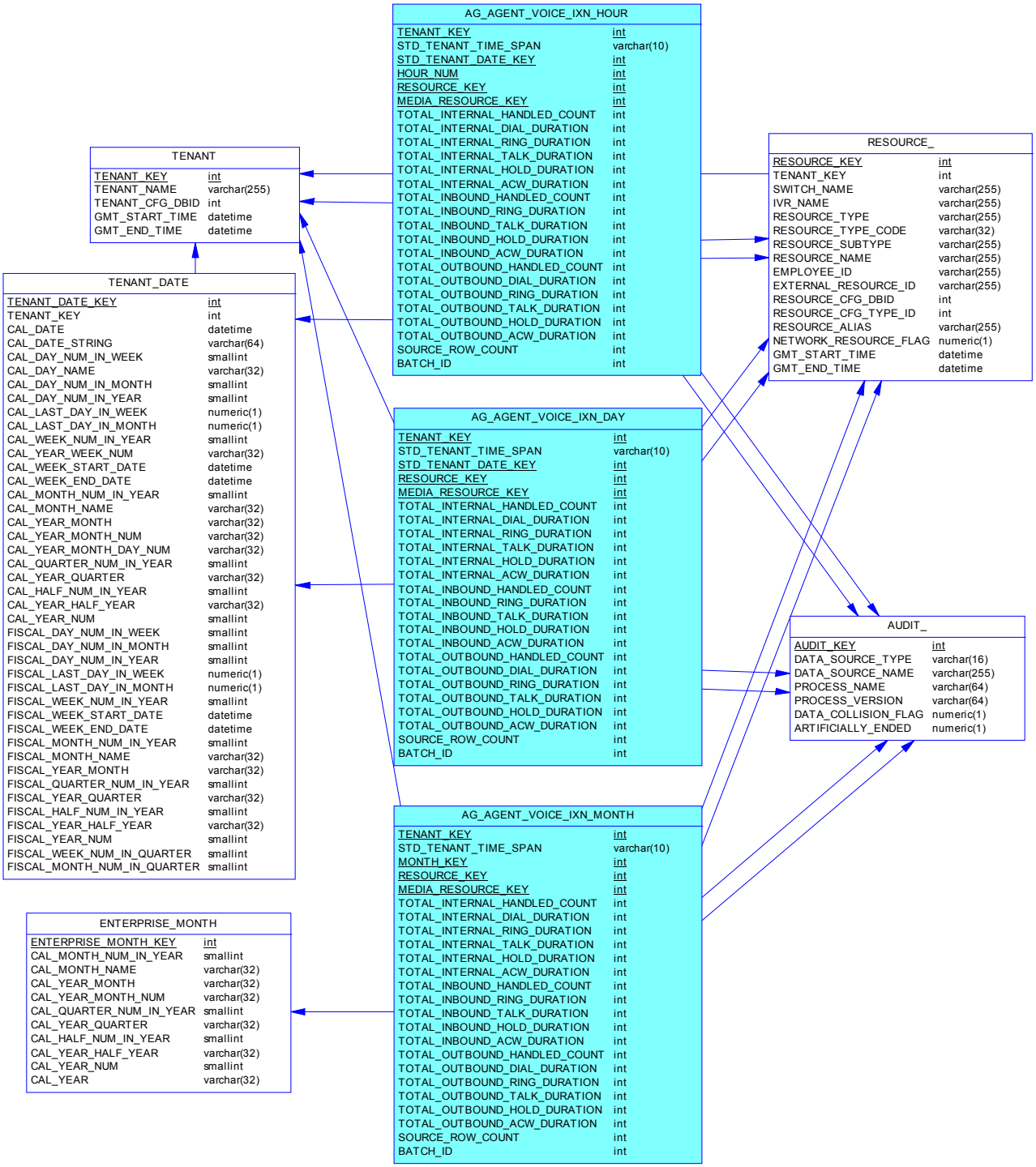
Description

This subject area provides agent group rollups of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Subject Area Tables

Code	Comment
AG2_OUT_V_IXN_AGENT_GRP_HOUR	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
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_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
TENANT	Allows facts to be described based on attributes of a tenant.

Aggregate_Agent_Task Subject Area



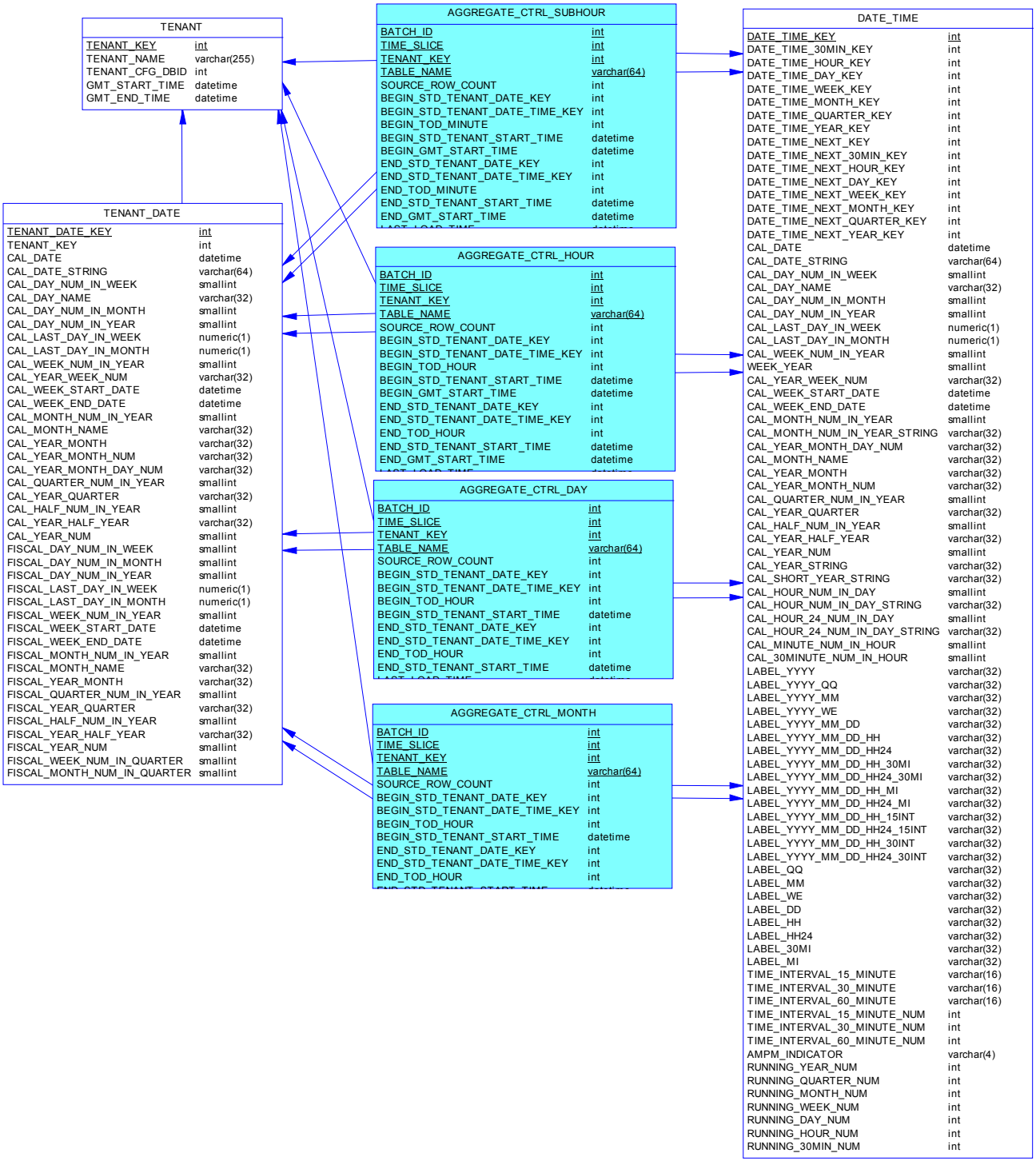
Description

The subject area provides summary information about agent activity.

Subject Area Tables

Code	Comment
AG_AGENT_VOICE_IXN_HOUR	Hourly summary information about agent activity.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Aggregate_Control Subject Area



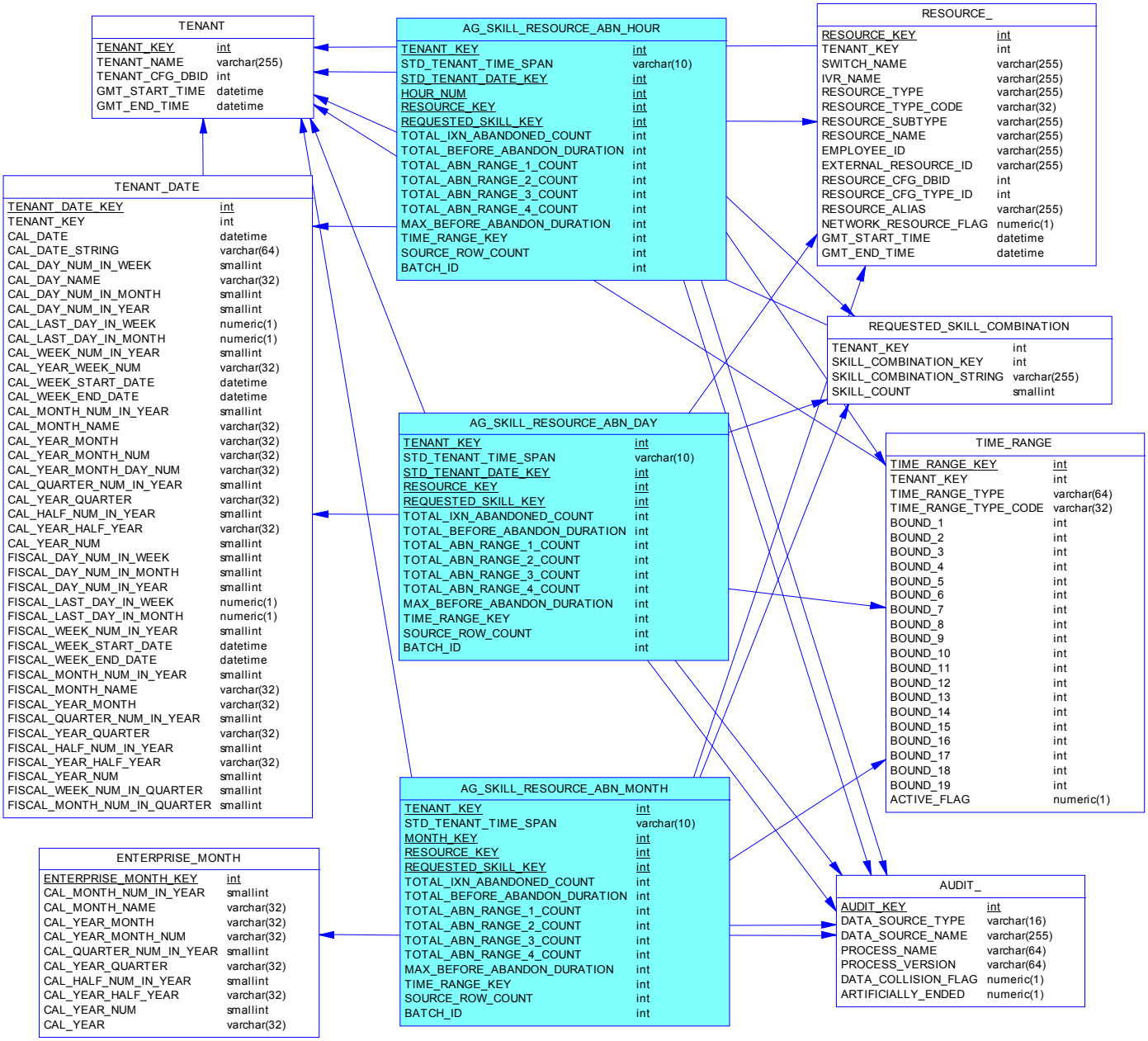
Description

The subject area provides control and audit information for summary data tables.

Subject Area Tables

Code	Comment
AGGREGATE_CTRL_HOUR	Control and audit information about hour-level aggregates.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Aggregate_Skill_Abandon Subject Area



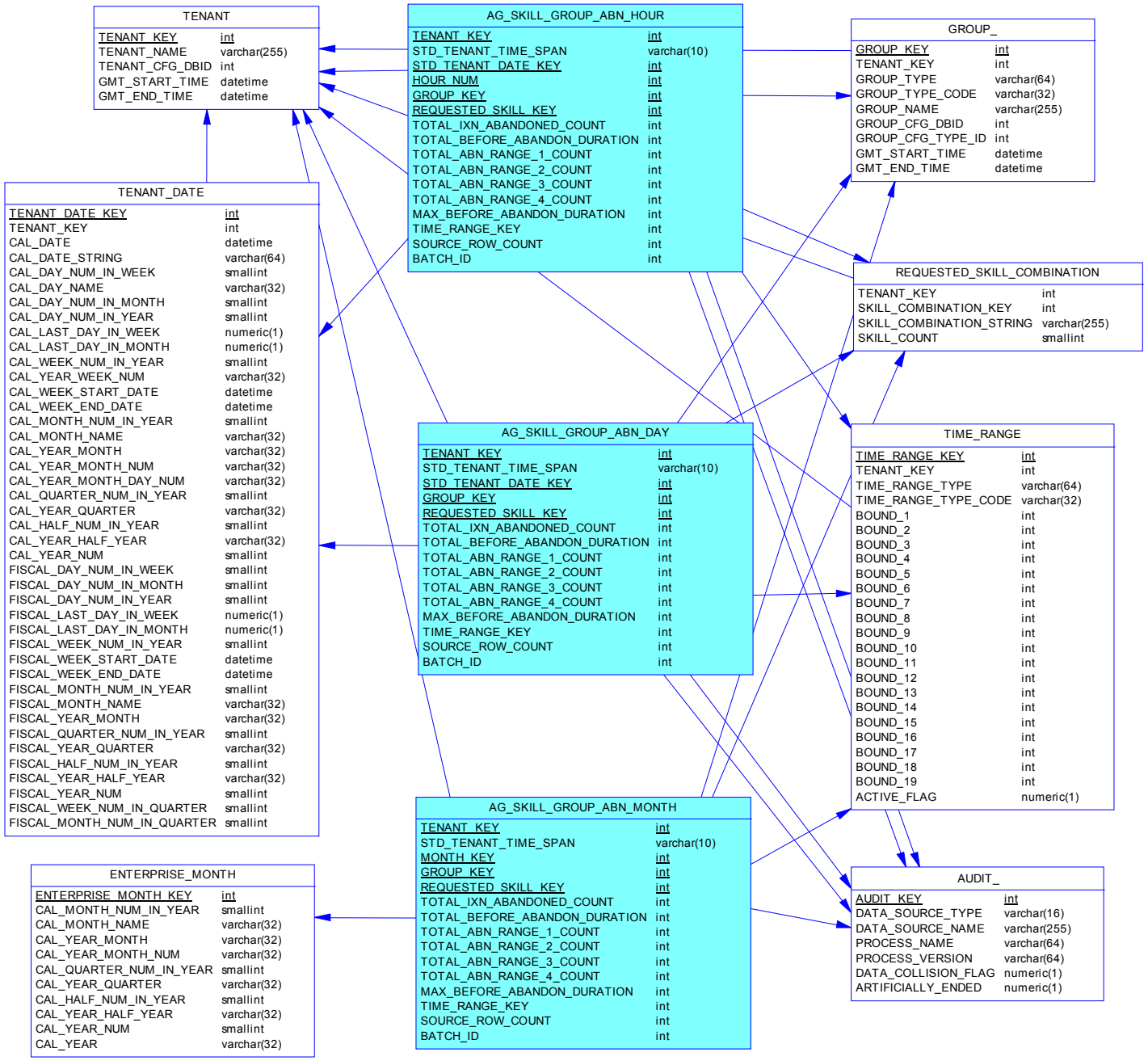
Description

The subject area provides summary information about skill combinations and abandoned interactions with those skill combinations.

Subject Area Tables

Code	Comment
AG_SKILL_RESOURCE_ABN_HOUR	Hourly summary information about abandoned interactions, resources and skill combinations.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggregate_Skill_Abandon_Group Subject Area



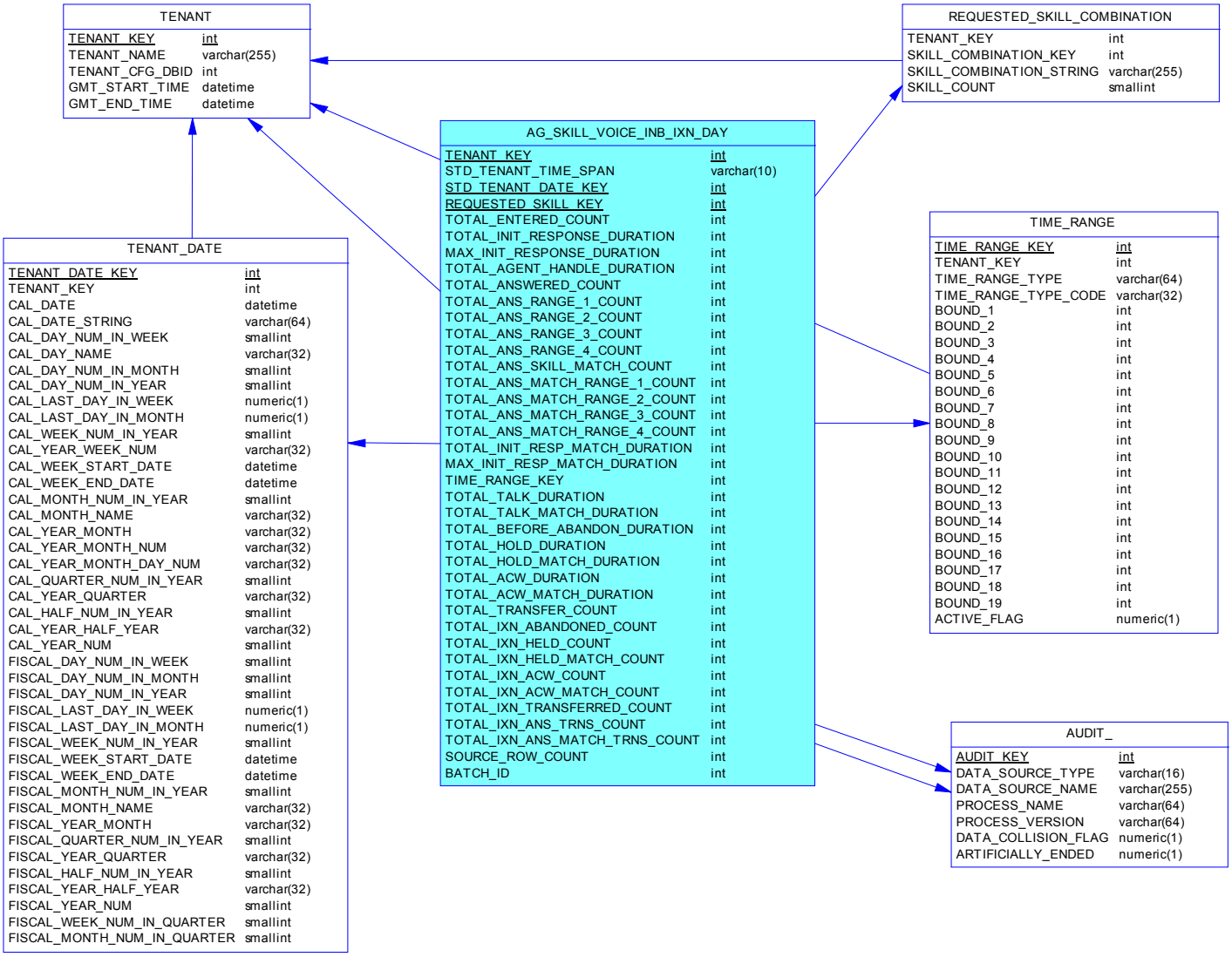
Description

The subject area provides summary information about skill combinations and abandoned interactions with those skill combinations.

Subject Area Tables

Code	Comment
AG_SKILL_GROUP_ABN_HOUR	Hourly summary information about abandoned interactions, resource groups and skill combinations.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggregate_Skill_Combo_Daily Subject Area



Description

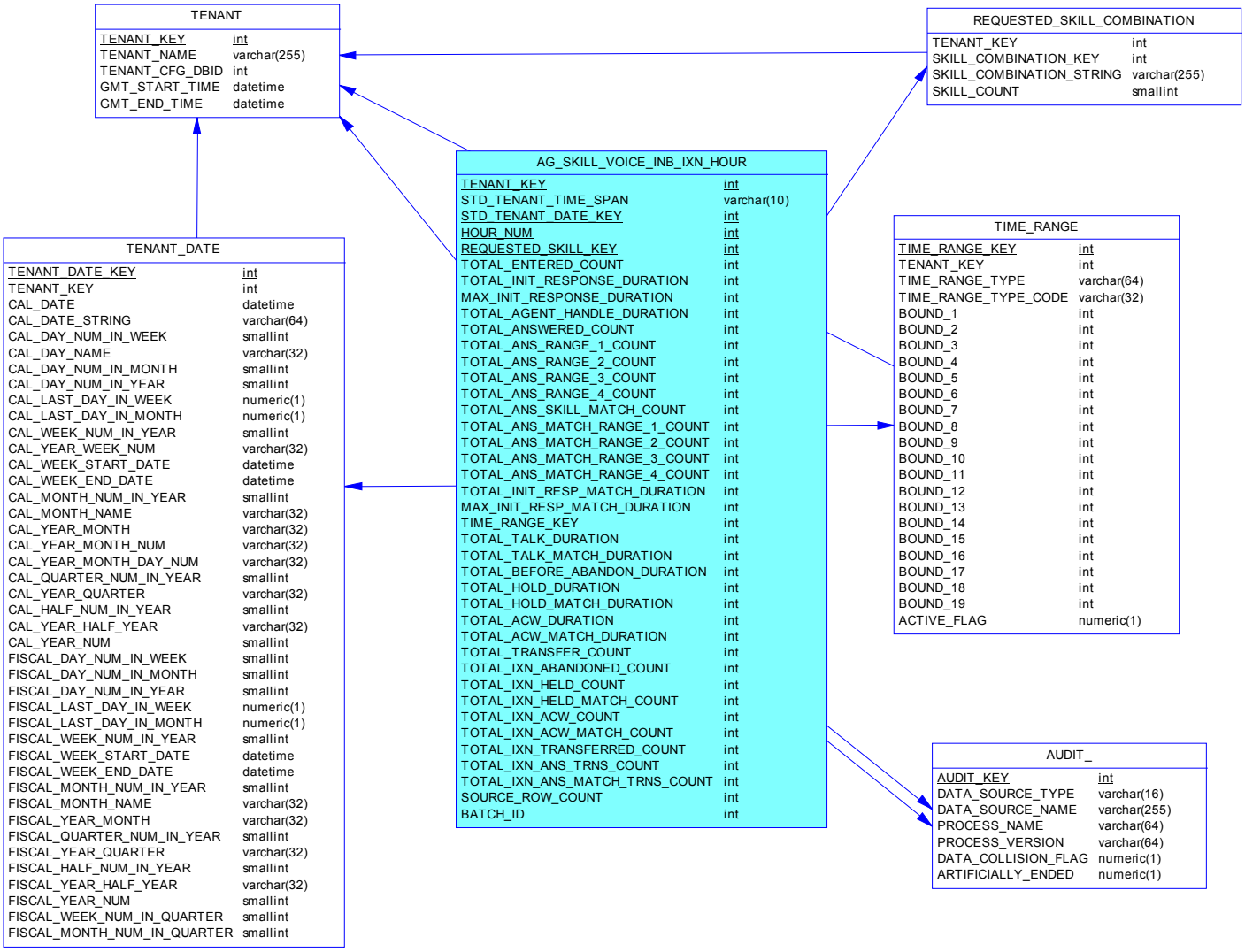
The subject area provides daily summary information about skill combinations and how interactions with those skill combinations were handled.

Subject Area Tables

Code	Comment
AG_SKILL_VOICE_INB_IXN_DAY	Daily summary information about skill combinations and how voice interactions with those skill combinations were handled.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
TENANT	Allows facts to be described based on attributes of a tenant.

Code	Comment
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggregate_Skill_Combo_Hourly Subject Area



Description

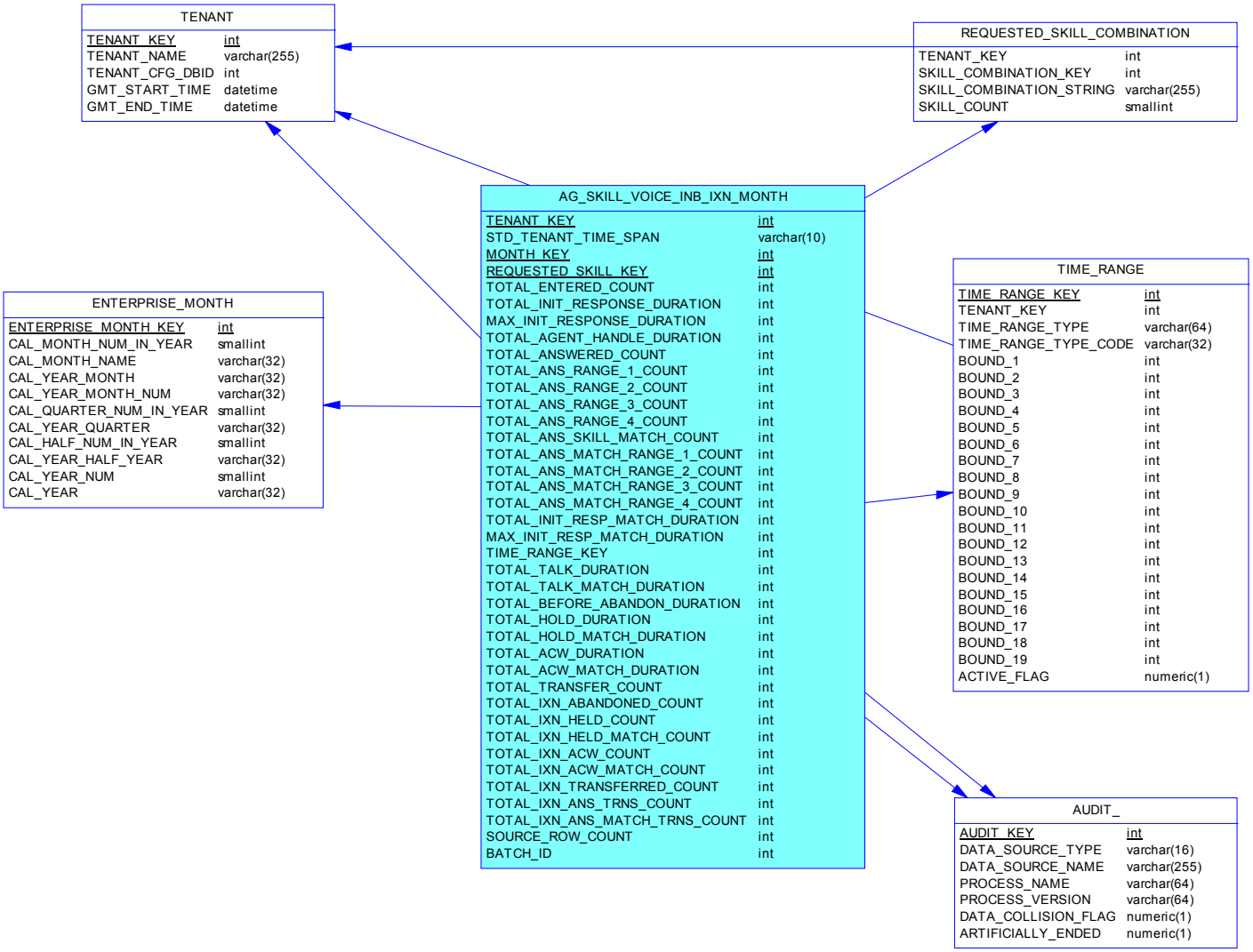
The subject area provides hourly summary information about skill combinations and how interactions with those skill combinations were handled.

Subject Area Tables

Code	Comment
AG_SKILL_VOICE_INB_IXN_HOUR	Hourly summary information about skill combinations and how voice interactions with those skill combinations were handled.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
TENANT	Allows facts to be described based on attributes of a tenant.

Code	Comment
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggregate_Skill_Combo_Monthly Subject Area



Description

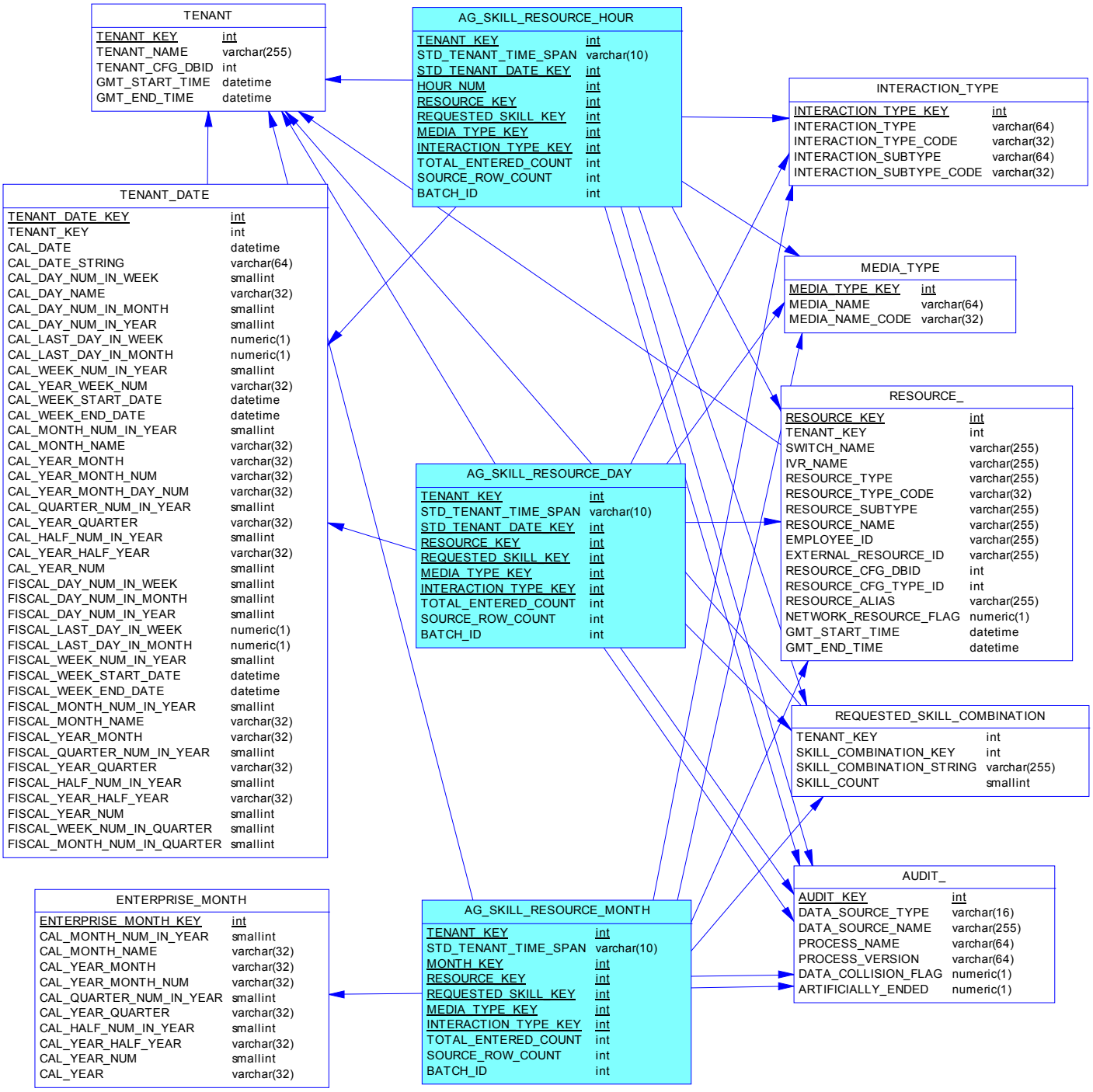
The subject area provides monthly summary information about skill combinations and how interactions with those skill combinations were handled.

Subject Area Tables

Code	Comment
AG_SKILL_VOICE_INB_IXN_MONTH	Monthly summary information about skill combinations and how voice interactions with those skill combinations were handled.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.

Code	Comment
TENANT	Allows facts to be described based on attributes of a tenant.
TIME_RANGE	Describes time ranges associated with contact center interaction-handling summary information. The time ranges contain 19 bound values that define 20 time ranges where interactions are placed into one of the time range buckets, typically based on the time to abandon or answer interactions: range 1 = 0 <= bound 1 range 2 = bound 1 <= bound 2 range 3 = bound 2 <= bound 3 range 4 = bound 3 <= bound 4 ... range 19 = bound 18 <= bound 19 range 20 = greater than bound 19

Aggregate_Skill_Demand Subject Area



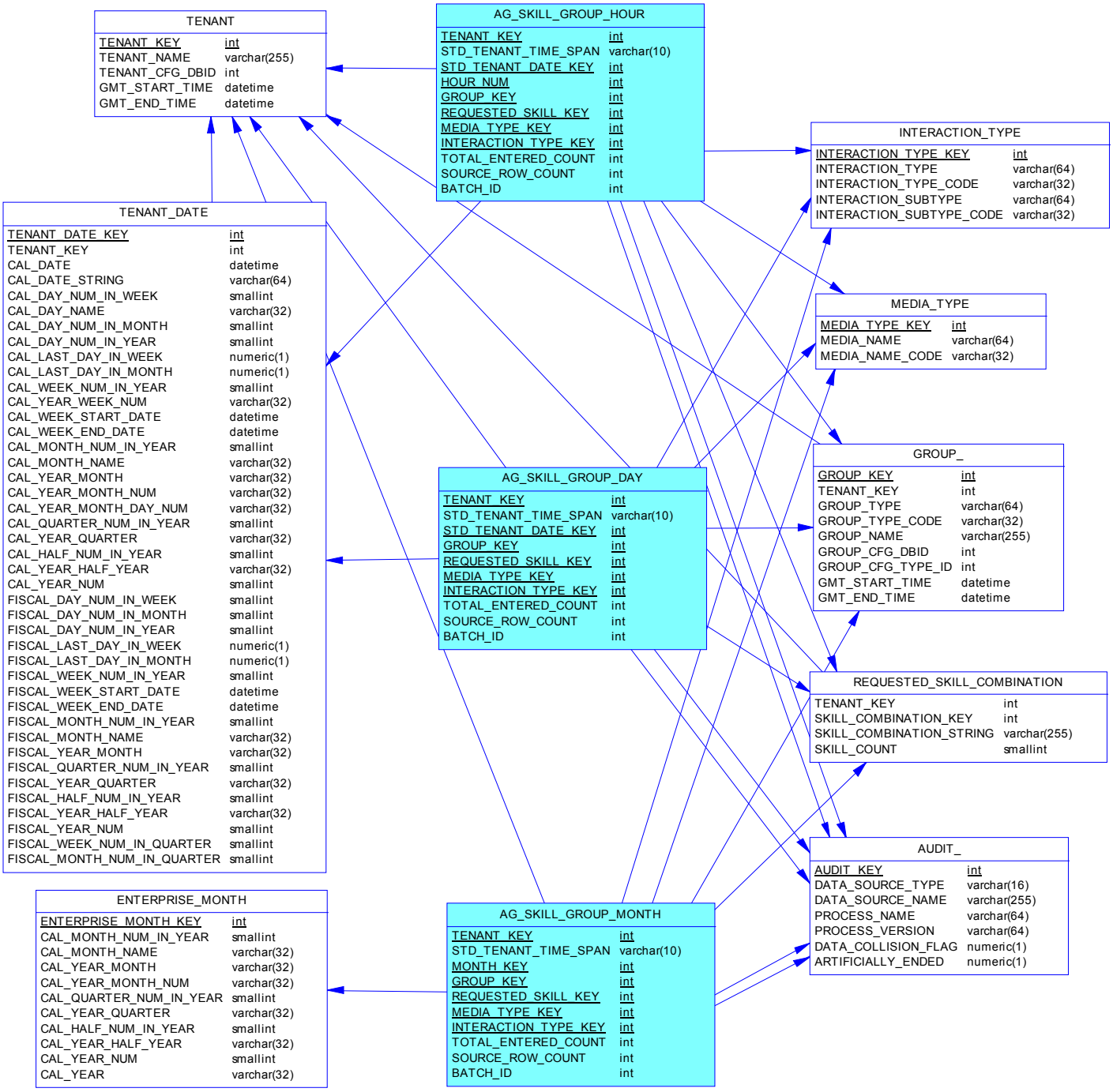
Description

The subject area provides summary information about resources and skill combinations of incoming interactions.

Subject Area Tables

Code	Comment
AG_SKILL_RESOURCE_HOUR	Hourly summary information about resources and skill combinations.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
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_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Aggregate_Skill_Demand_Group Subject Area



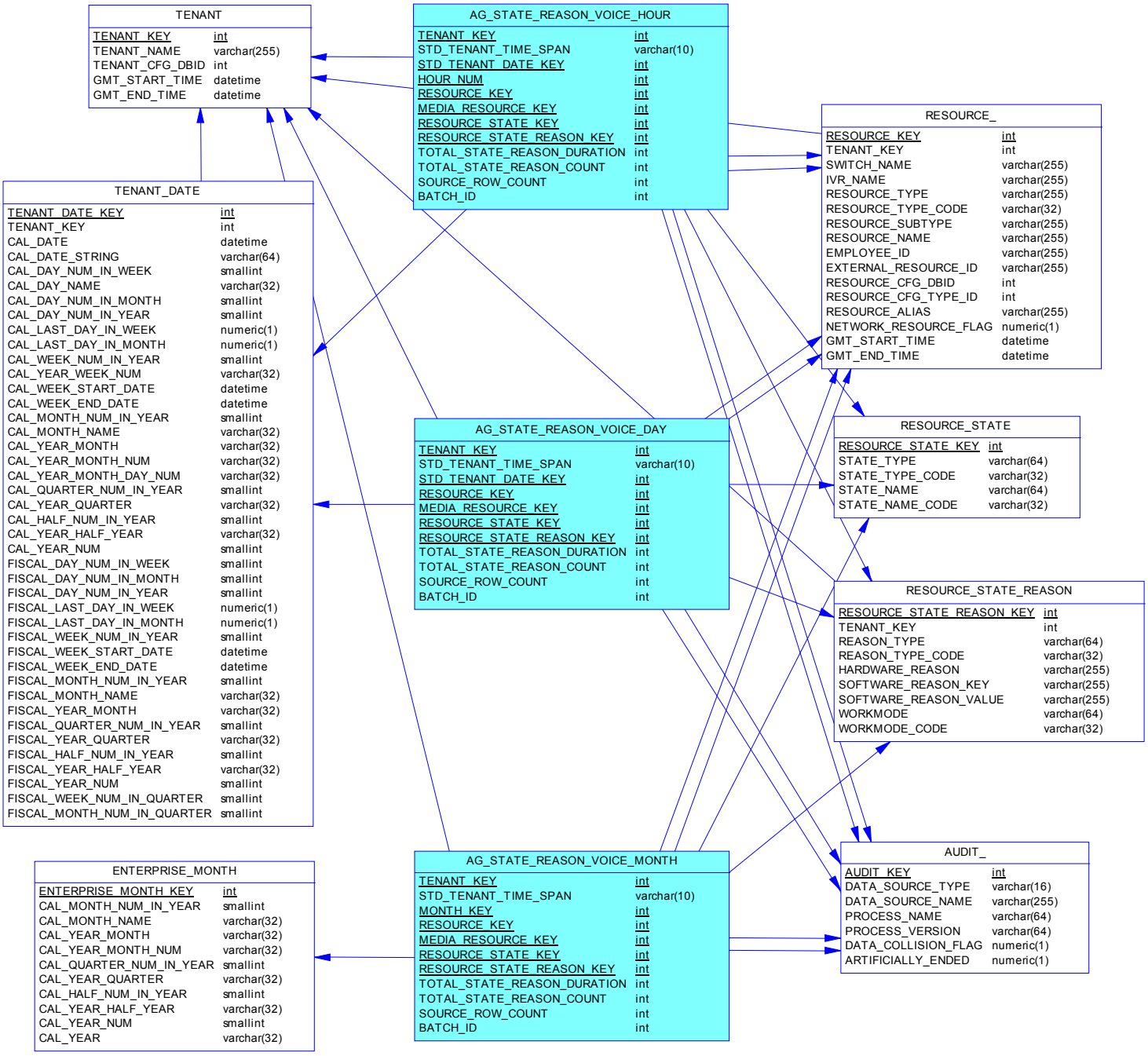
Description

The subject area provides summary information about resource groups and the skill combinations of incoming interactions.

Subject Area Tables

Code	Comment
AG_SKILL_GROUP_HOUR	Hourly summary information about resource groups and skill combinations.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
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_COMBINATION	Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Aggregate_State_Reason Subject Area



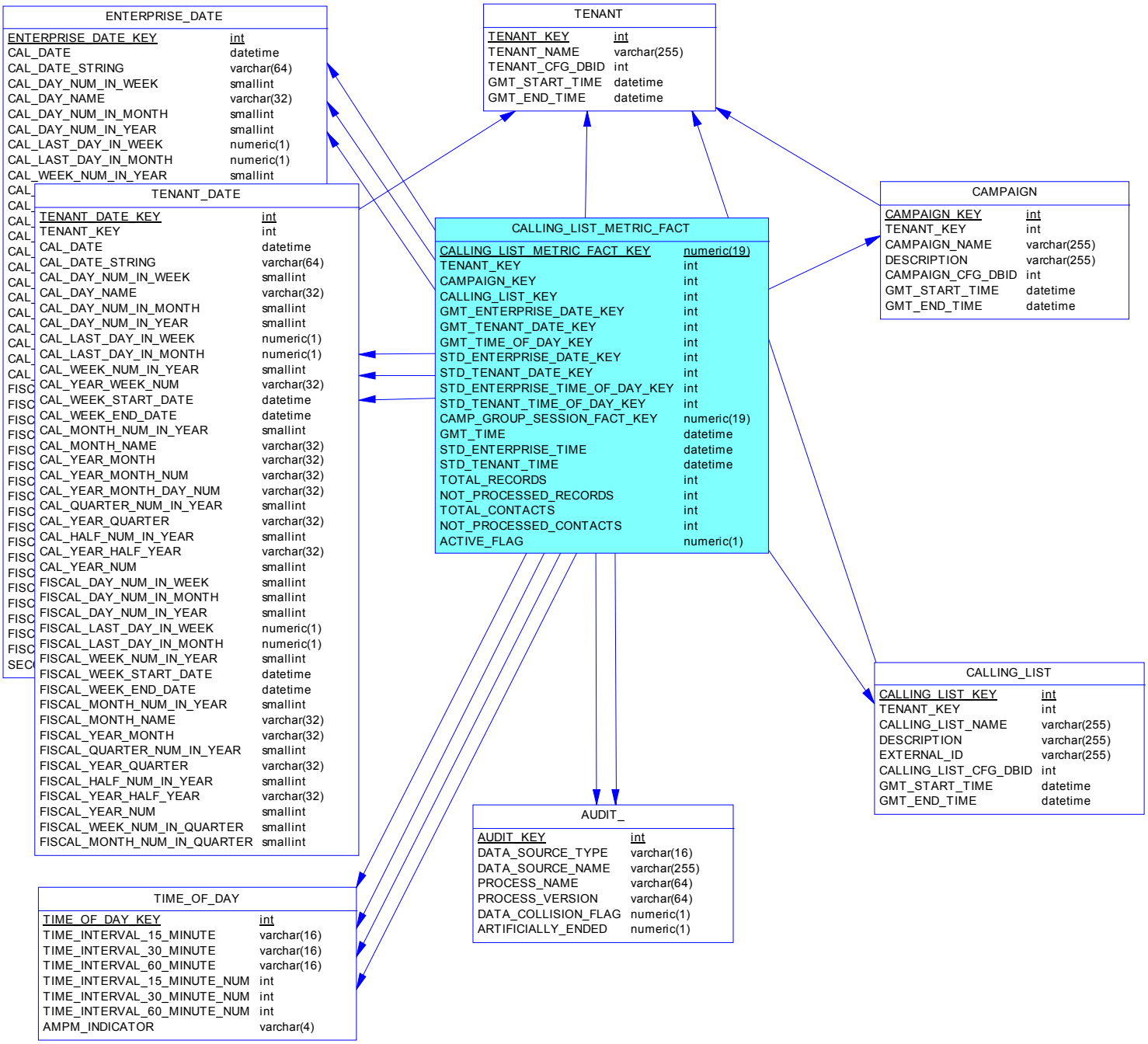
Description

The subject area provides summary information about resource state reasons.

Subject Area Tables

Code	Comment
AG_STATE_REASON_VOICE_HOUR	Hourly summary information about resource state reasons.
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_MONTH	Allows aggregates to be described by attributes of standard calendar month.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Calling_List_Metric Subject Area



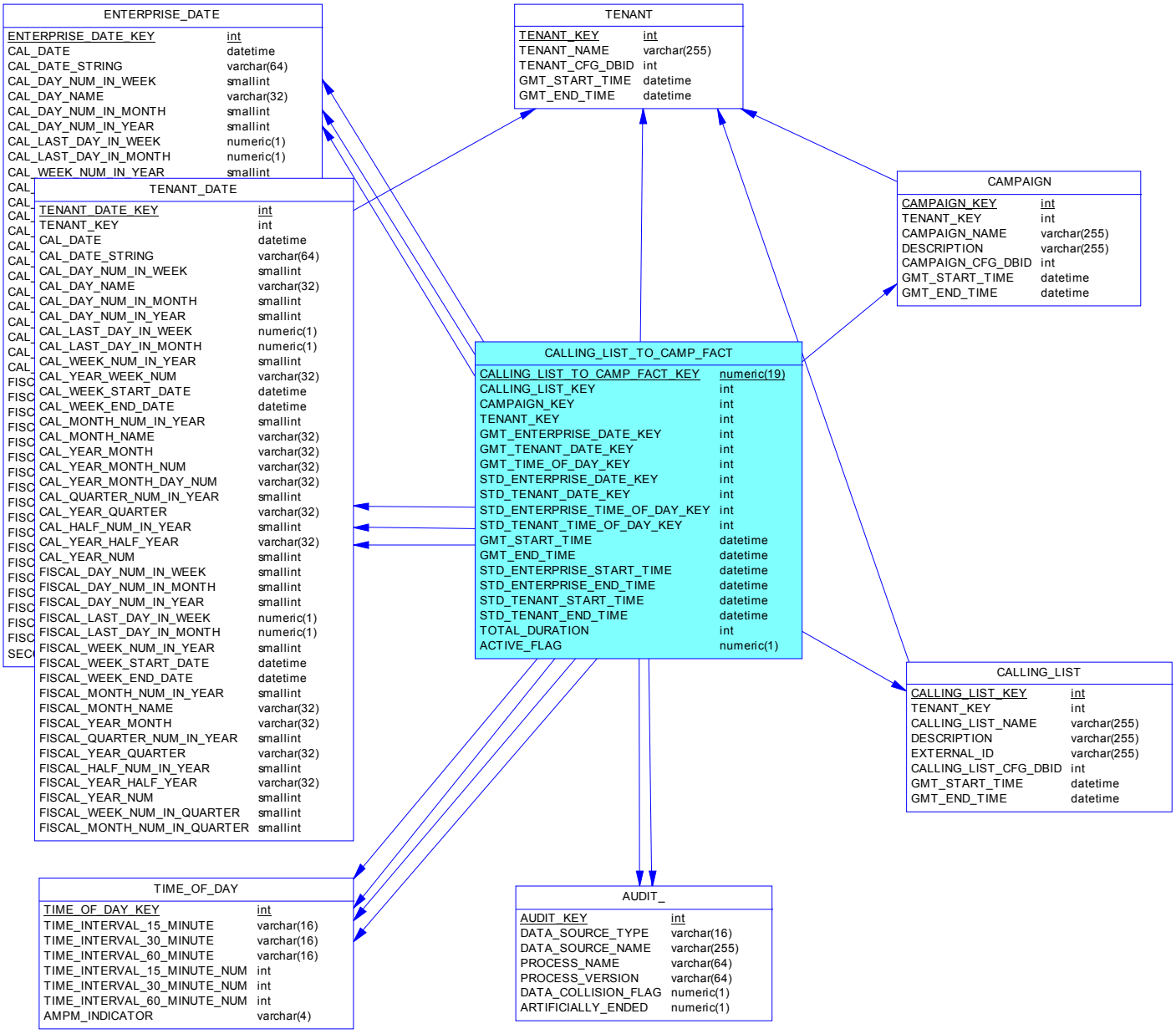
Description

The subject area provides snapshot outbound campaign calling list metrics.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Calling_List_To_Campaign Subject Area



Description

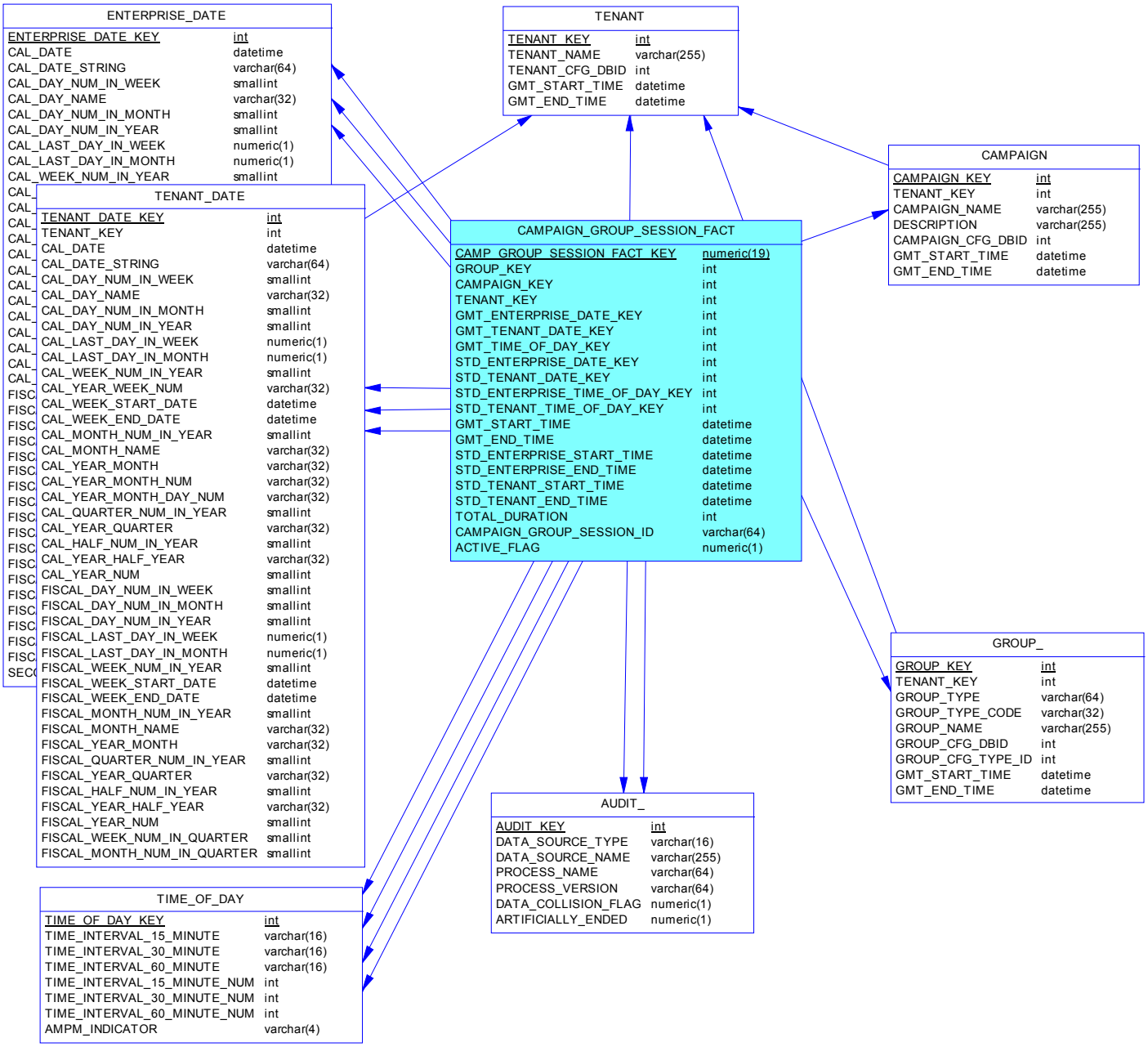
The subject area provides the associations between outbound campaign calling lists and campaigns.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_TO_CAMP_FACT	Represents the association of a calling list to an outbound campaign.

Code	Comment
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Campaign_Group_Session Subject Area



Description

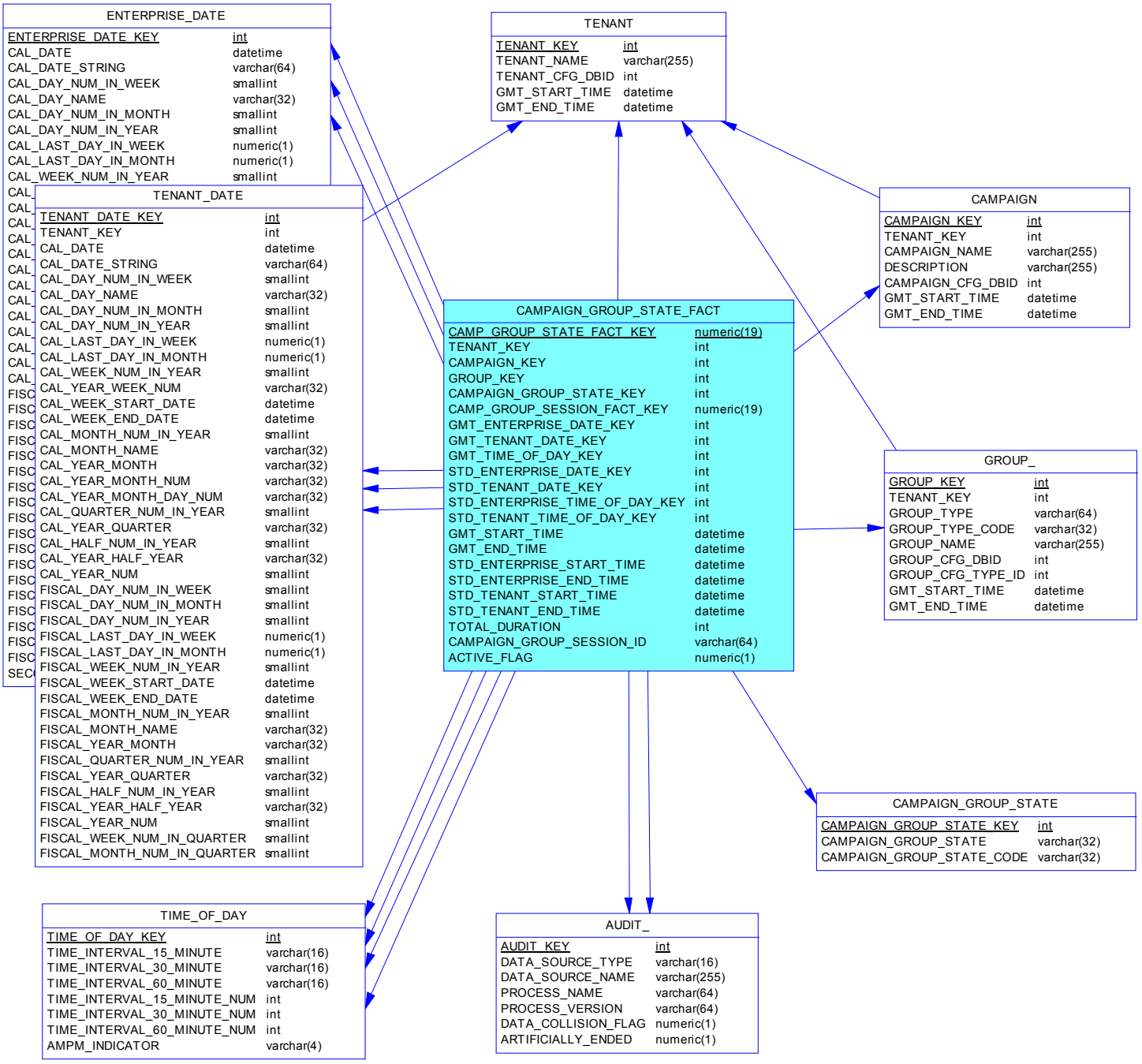
The subject area represents outbound campaign groups being loaded and unloaded.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.

Code	Comment
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Campaign_Group_State Subject Area



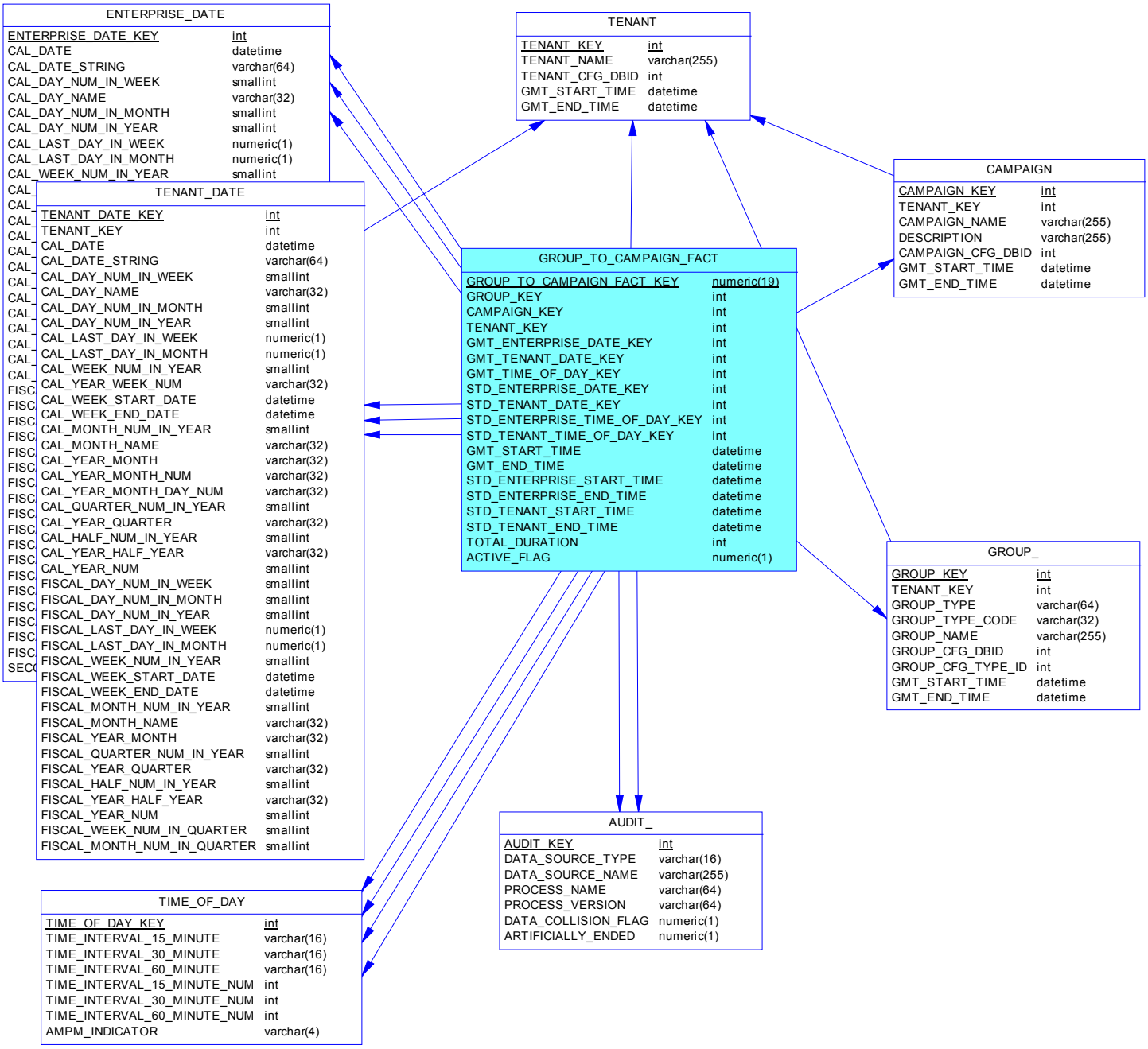
Description

The subject area represents campaign groups going through states, such as Loaded, Started, and Unloading.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
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.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Campaign_Group_To_Campaign Subject Area



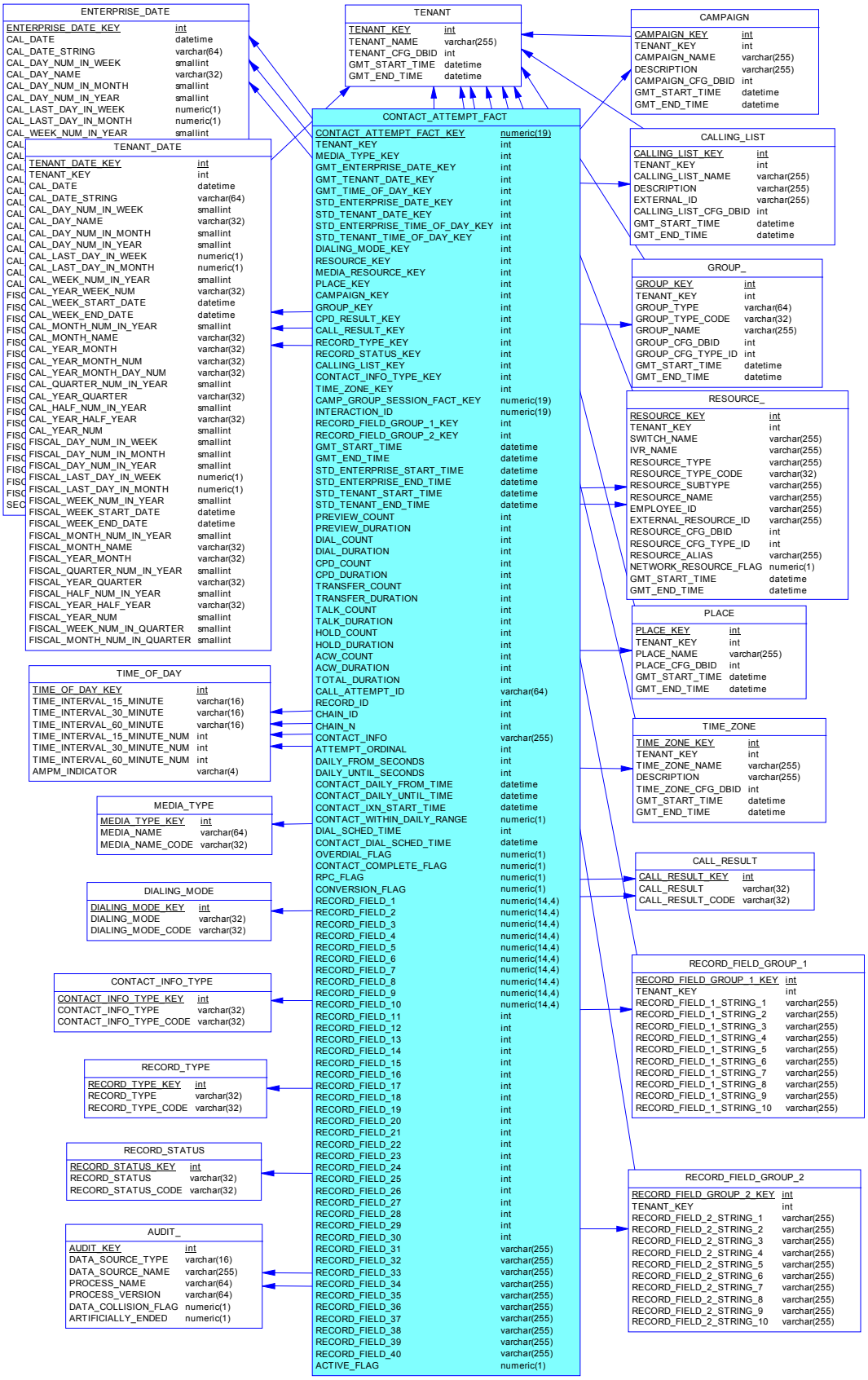
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
GROUP_TO_CAMPAIGN_FACT	Represents the association of an agent or place group to an outbound campaign.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Contact_Attempt Subject Area



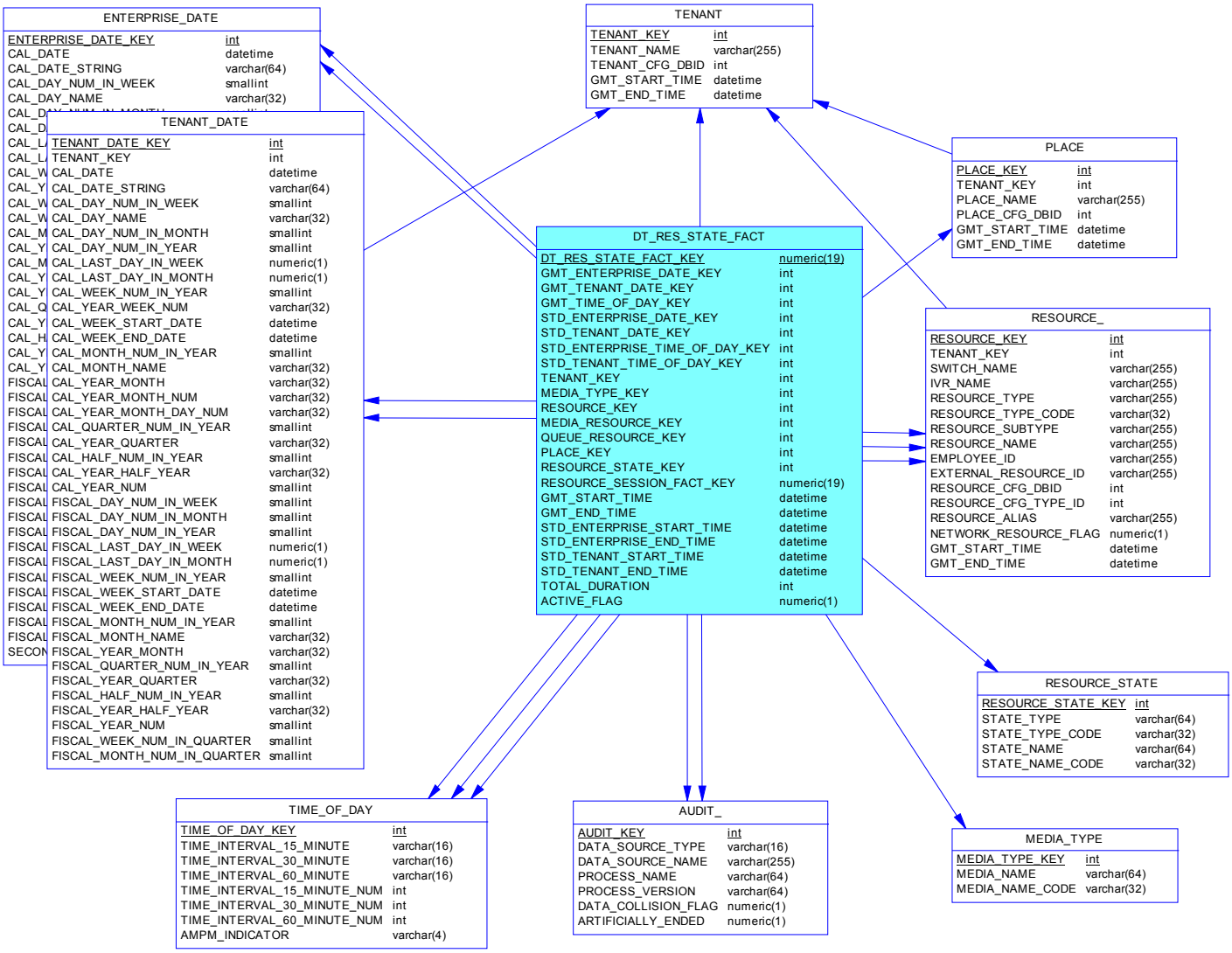
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALL_RESULT	Allows facts to be described based on attributes of an outbound campaign call result.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
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 info type.
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.

Detail_Resource_State Subject Area



Description

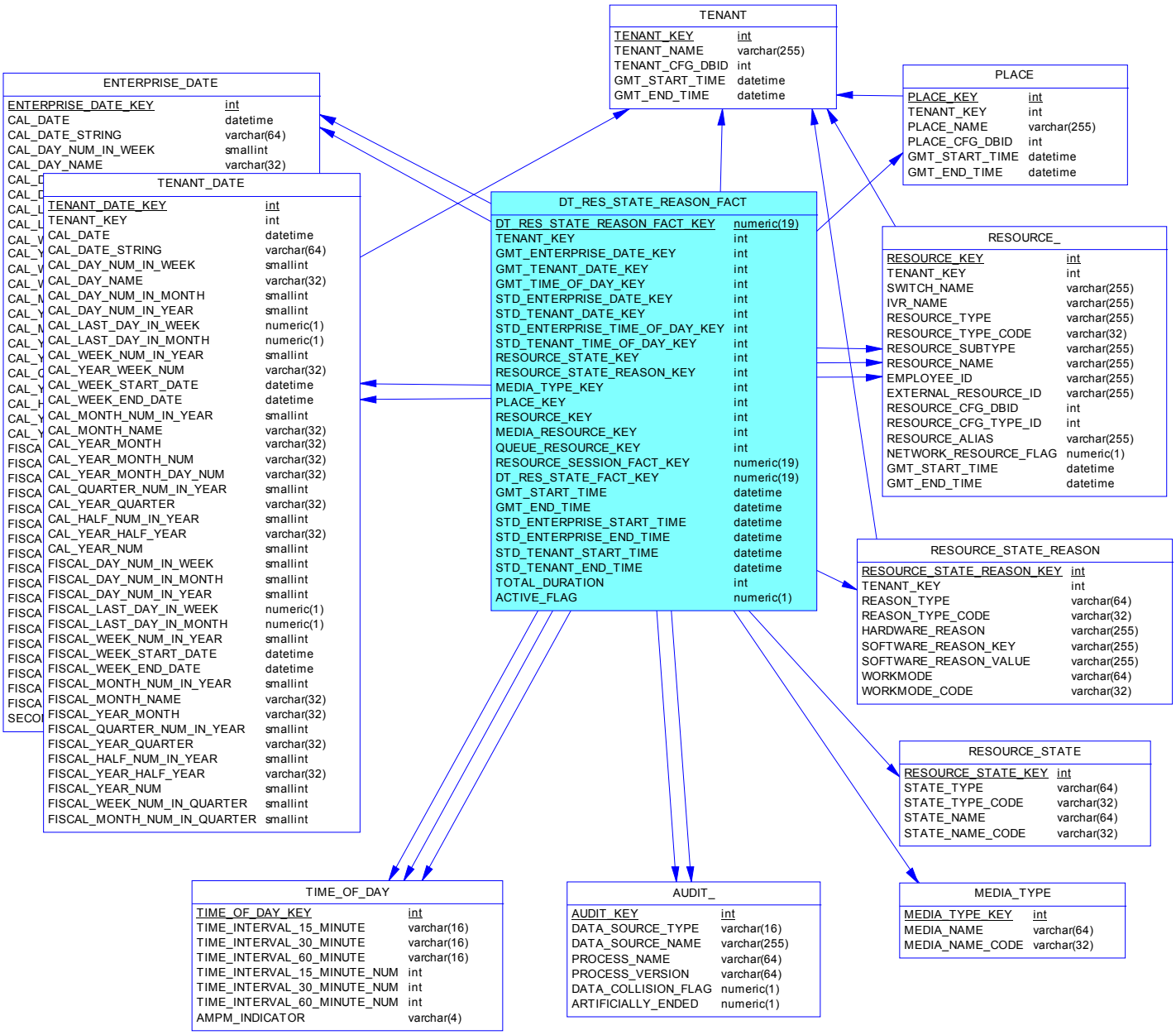
This subject area represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DT_RES_STATE_FACT	Represents detailed contact center resource activities.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.

Code	Comment
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Detail_Resource_State_Reason Subject Area



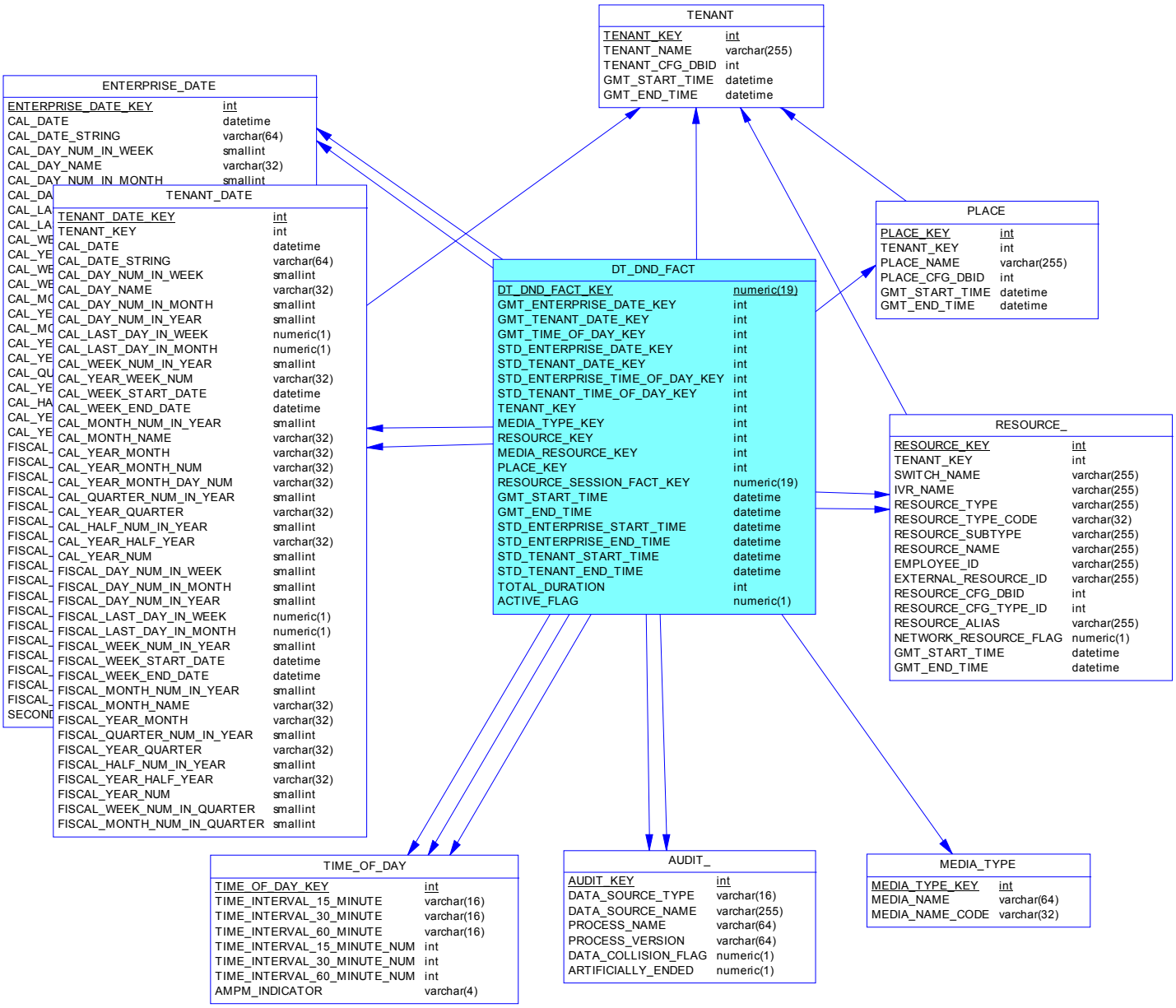
Description

This subject area represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DT_RES_STATE_REASON_FACT	Represents detailed contact center resource state reasons.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Do_Not_Disturb Subject Area



Description

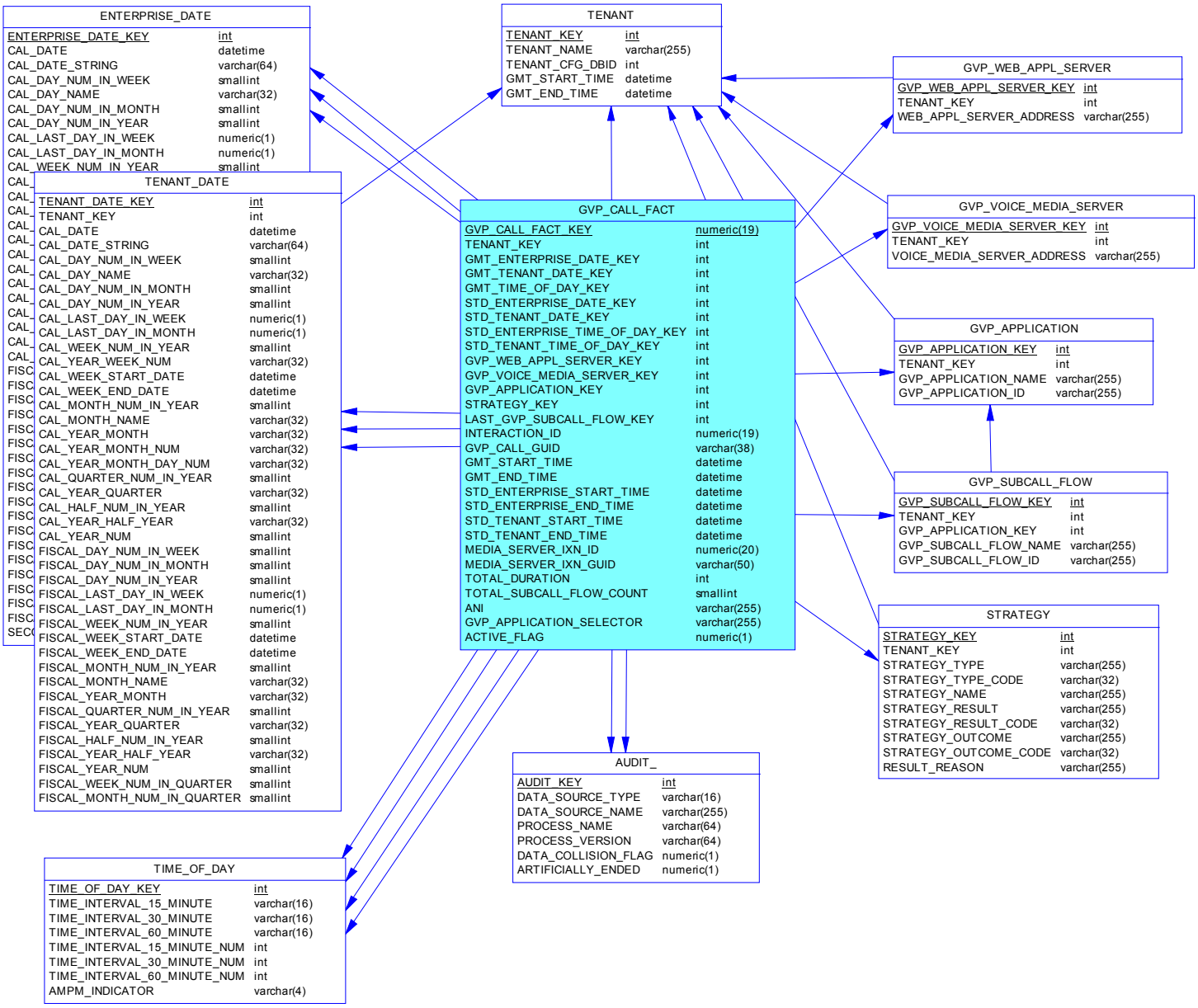
This subject area represents the history of contact center resource usage of the Do Not Disturb feature.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DT_DND_FACT	Represents the history of contact center resource usage of the Do Not Disturb feature.

Code	Comment
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

GVP_Call Subject Area



Description

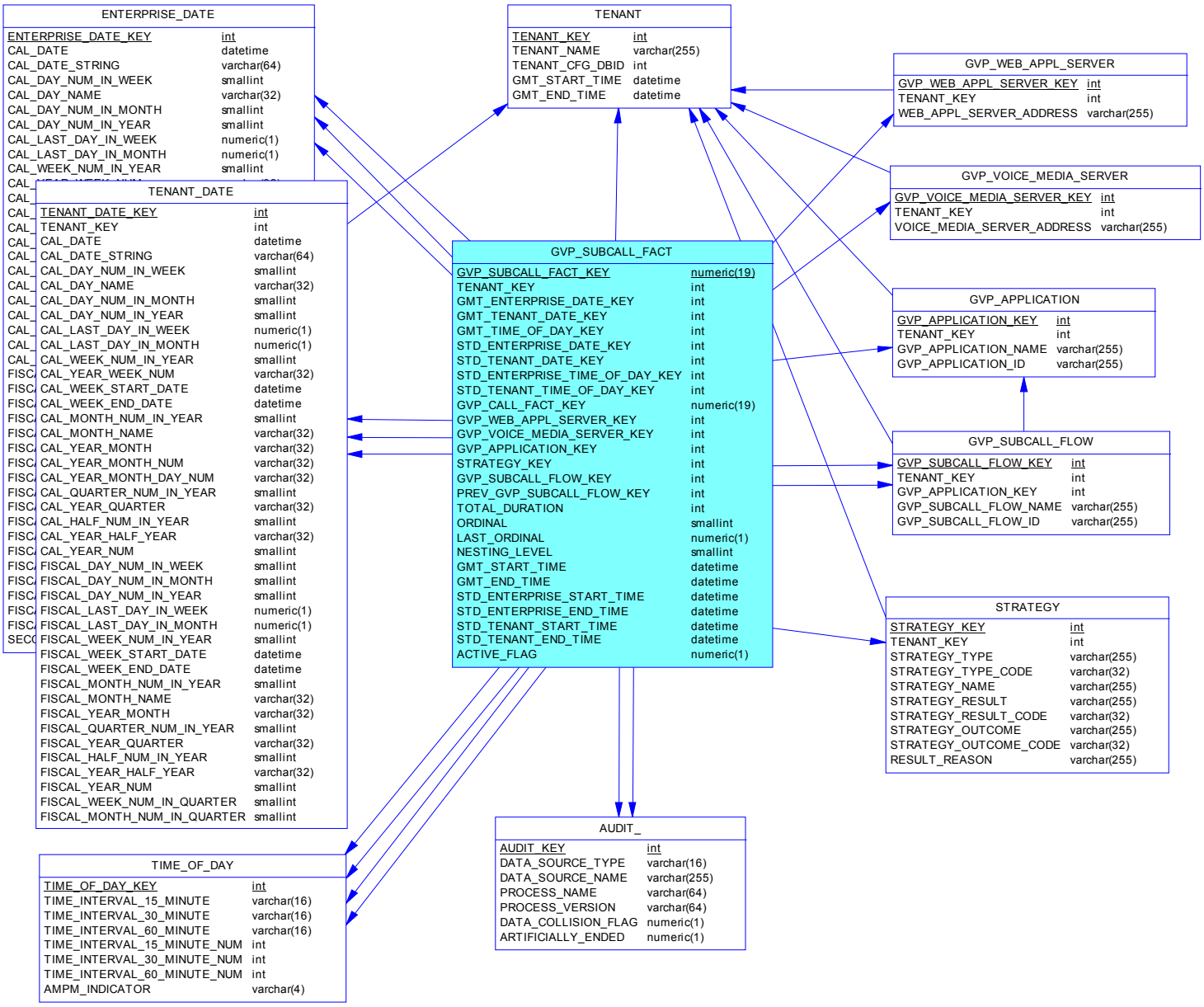
The subject area represents calls processed by Genesys Voice Platform.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.

Code	Comment
GVP_APPLICATION	Allows facts to be described based on attributes of a GVP application.
GVP_CALL_FACT	Represents calls processed by Genesys Voice Platform (GVP).
GVP_SUBCALL_FLOW	Allows facts to be described based on attributes of GVP call flows.
GVP_VOICE_MEDIA_SERVER	Allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call.
GVP_WEB_APPL_SERVER	Allows facts to be described based on the GVP Web Application Server that has served the call.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

GVP_Subcall Subject Area



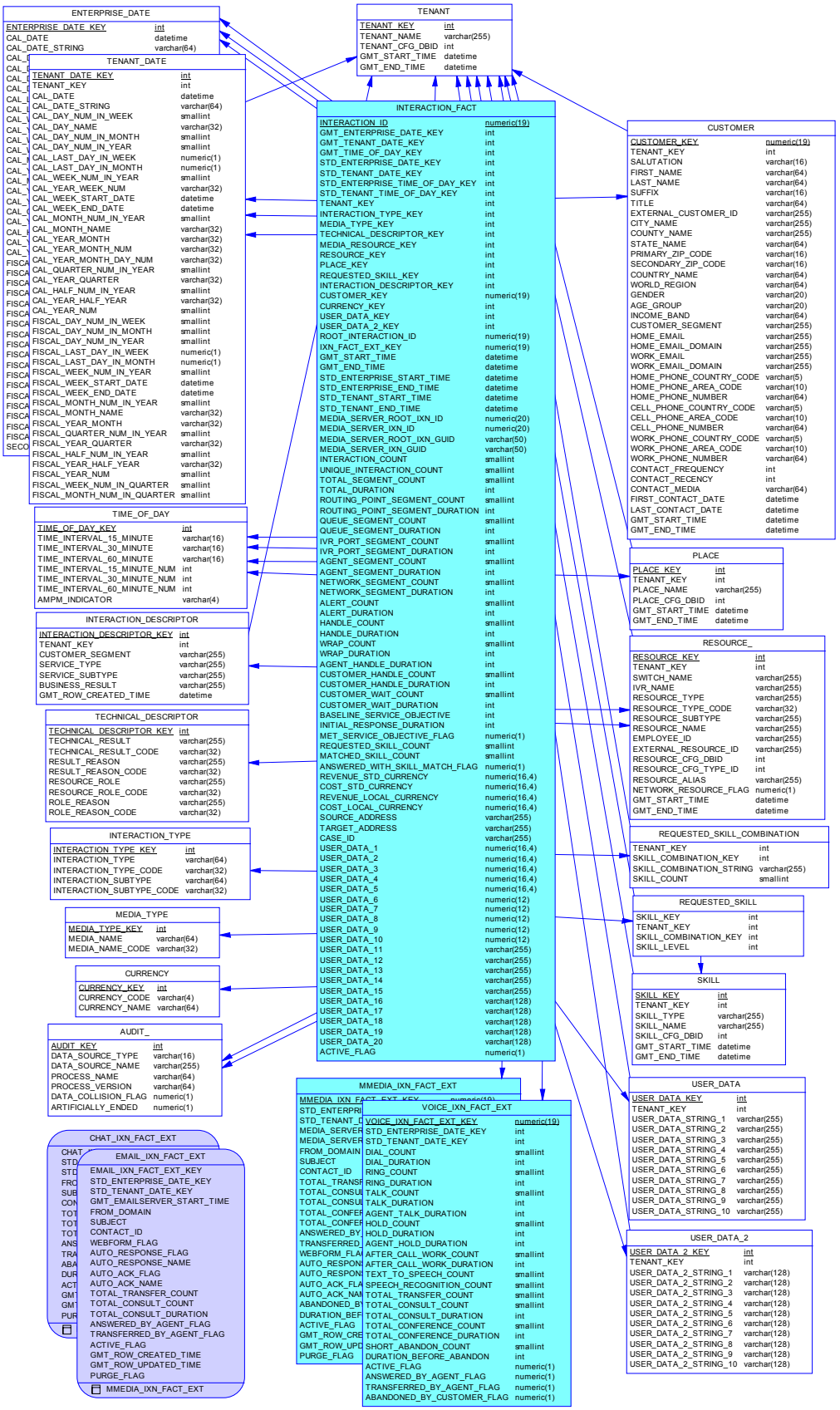
Description

The subject area represents subcallflows processed by Genesys Voice Platform. GVP uses subcallflows to make applications modular by writing components that can be reused by multiple applications (for example, a credit card validation subcallflow). The use of a subcallflow within a main callflow is similar to a function call in a programming language. For the purposes of Genesys Info Mart, a subcallflow refers to the processing that occurs on a menu option presented by the GVP application: the subcallflow encompasses the time spent listening to the menu choices up to the time the end-user makes a selection or hangs up.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GVP_APPLICATION	Allows facts to be described based on attributes of a GVP application.
GVP_SUBCALL_FACT	Represents subcall flows processed by Genesys Voice Platform (GVP).
GVP_SUBCALL_FLOW	Allows facts to be described based on attributes of GVP call flows.
GVP_VOICE_MEDIA_SERVER	Allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call.
GVP_WEB_APPL_SERVER	Allows facts to be described based on the GVP Web Application Server that has served the call.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Interaction Subject Area



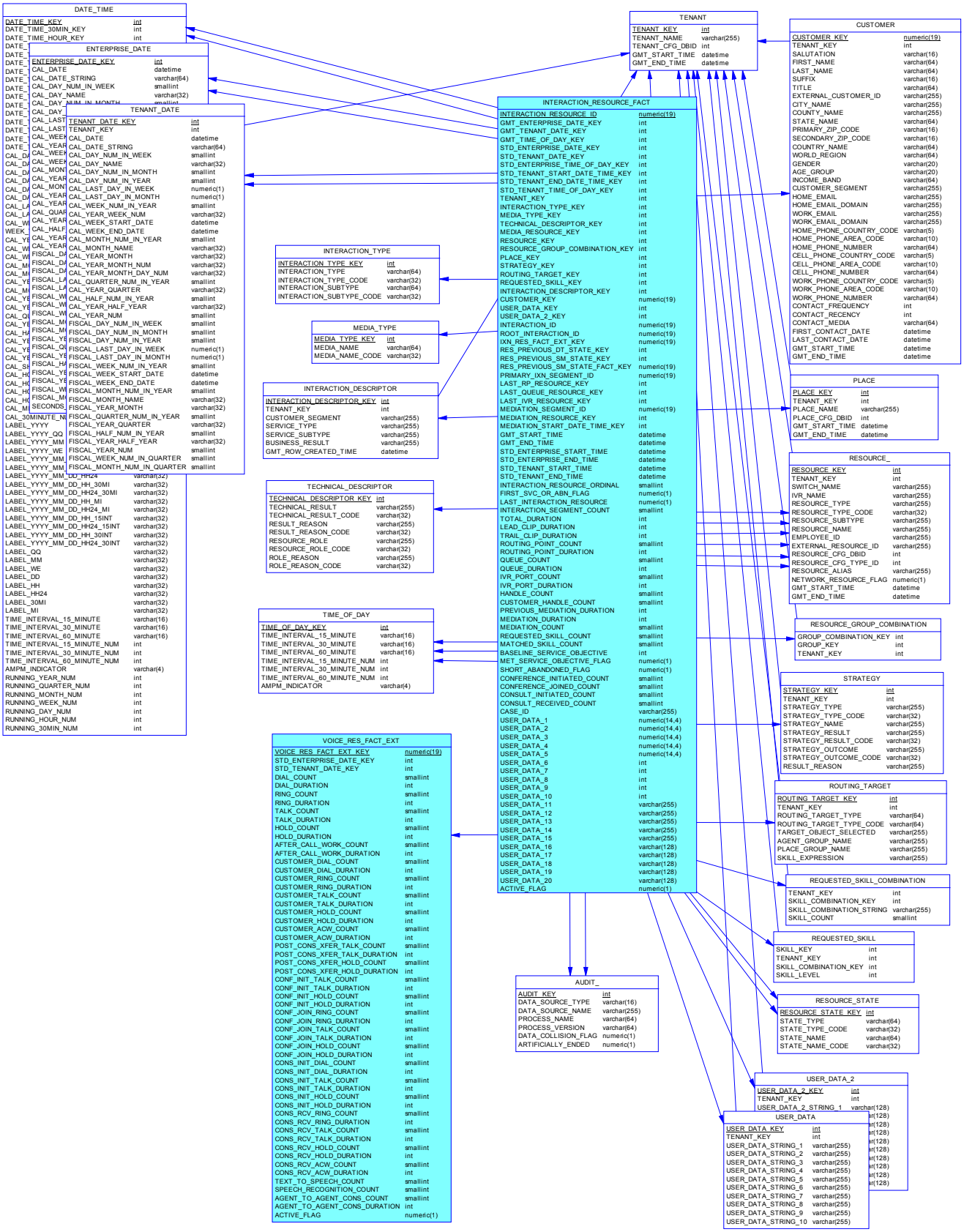
Description

Interaction represents interactions from a customer experience perspective. In previous releases, this subject area included chat and email extension tables (CHAT_IXN_FACT_EXT and EMAIL_IXN_FACT_EXT), which have been discontinued in this release. The MMEDIA_IXN_FACT_EXT table takes their place, and like-named views have been provided to maintain backward compatibility.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CURRENCY	Allows monetary facts to be described by a particular local currency.
CUSTOMER	Allows data mining of facts by customer attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
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 a customer experience perspective.
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.
MMEDIA_IXN_FACT_EXT	Represents interactions from the perspective of a specific media type.
PLACE	Allows facts to be described by the attributes of a place.
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 representing the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
SKILL	Allows facts to be described by the attributes of a skill.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.
USER_DATA	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
USER_DATA_2	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
VOICE_IXN_FACT_EXT	Represents interactions from a voice media-specific perspective.

Interaction_Resource Subject Area



Description

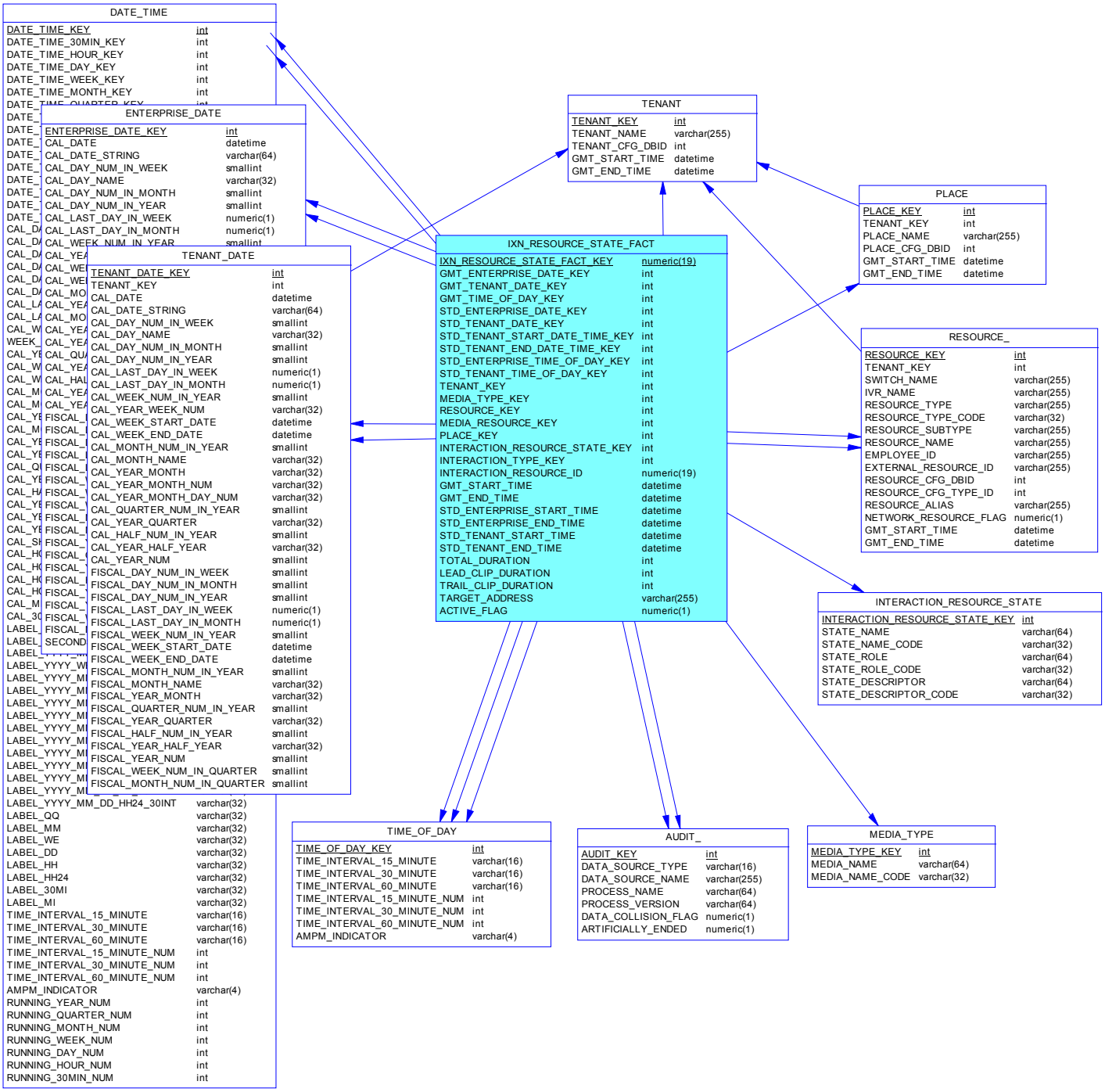
This subject area presents a summary of each attempt to handle an interaction. It encompasses the mediation process required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CUSTOMER	Allows data mining of facts by customer attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
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 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.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
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 representing 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 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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Code	Comment
USER_DATA	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
USER_DATA_2	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
VOICE_RES_FACT_EXT	Represents interaction resource facts from the voice media-specific perspective.

Interaction_Resource_State Subject Area



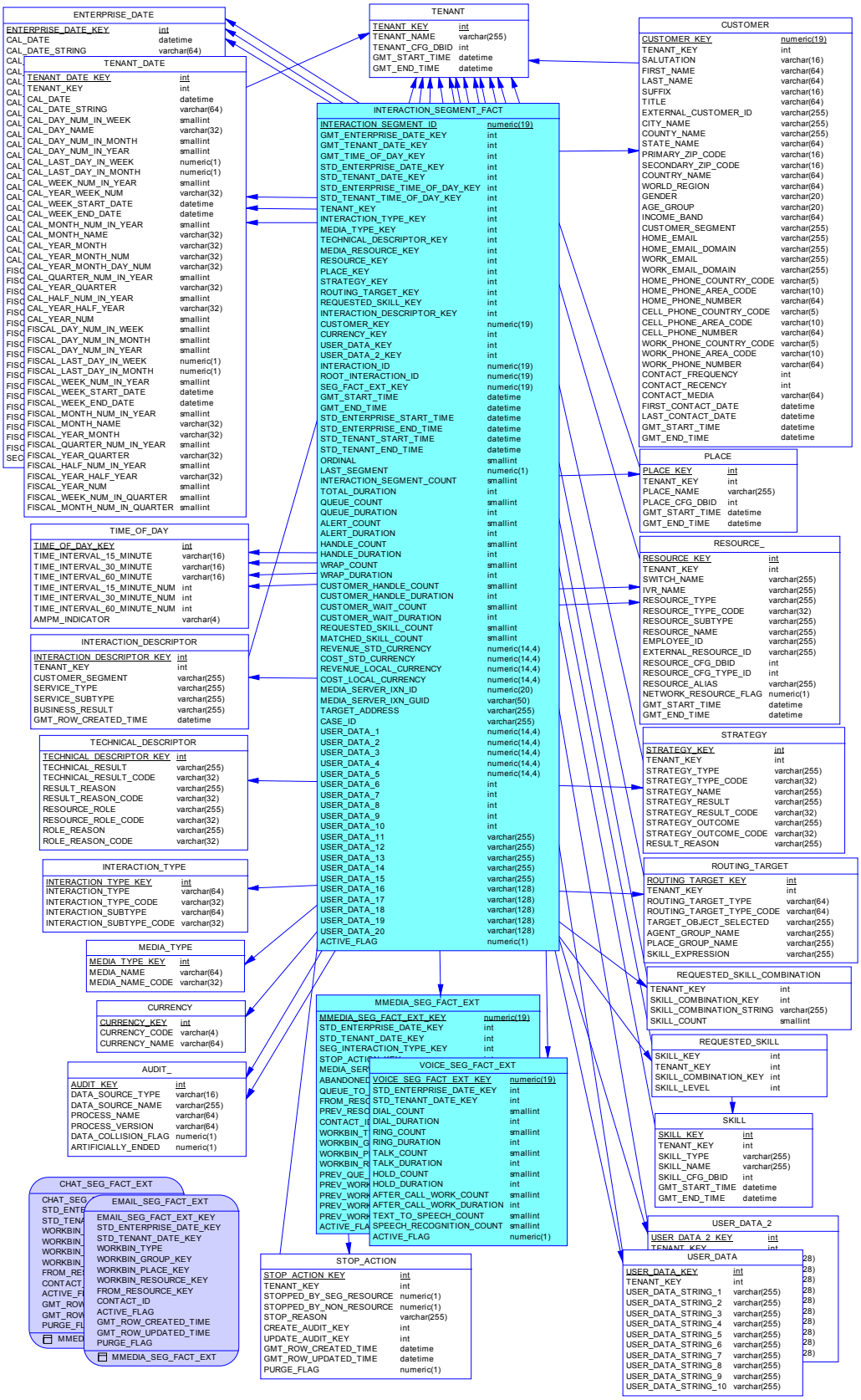
Description

Provides detailed interaction-handling state information in the context of an interaction resource fact. Facilitates interval-based reporting for interaction-related resource states.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of the 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. Facilitates interval-based reporting for interaction-related resource states.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Interaction_Segment Subject Area



Description

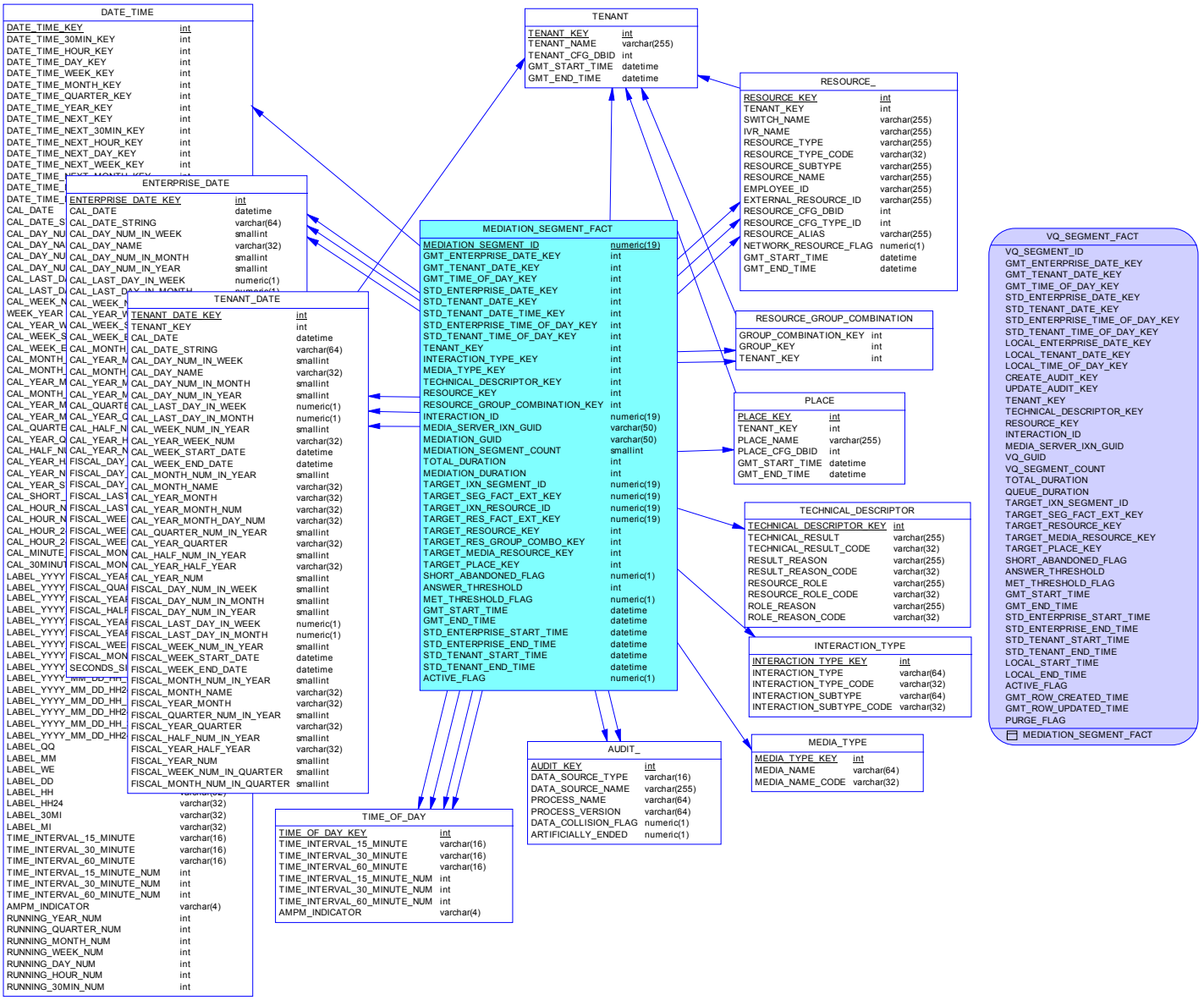
This subject area represents interaction activity from the perspective of contact center resources in a particular role. In previous releases, this subject area included chat and email extension tables (CHAT_SEG_FACT_EXT and EMAIL_SEG_FACT_EXT), which have been discontinued in this release. The MMEDIA_SEG_FACT_EXT table takes their place, and like-named views have been provided to maintain backward compatibility.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
CURRENCY	Allows monetary facts to be described by a particular local currency.
CUSTOMER	Allows data mining of facts by customer attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
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_SEGMENT_FACT	Represents interactions from the perspective of contact center resources.
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.
MMEDIA_SEG_FACT_EXT	Represents interaction segments from the perspective of a Multimedia Solution media type.
PLACE	Allows facts to be described by the attributes of a place.
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 representing the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
ROUTING_TARGET	Allows facts to be described by routing targets selected by the router.
SKILL	Allows facts to be described by the attributes of a skill.
STOP_ACTION	Indicates the reason why a Multimedia Solution interaction segment was stopped.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.

Code	Comment
TIME_OF_DAY	Allows facts to be described based on time of day.
USER_DATA	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
USER_DATA_2	Allows interaction facts to be described by deployment-specific, user-defined string attributes.
VOICE_SEG_FACT_EXT	Represents interaction segments from a voice media-specific perspective.

Mediation_Segment Subject Area



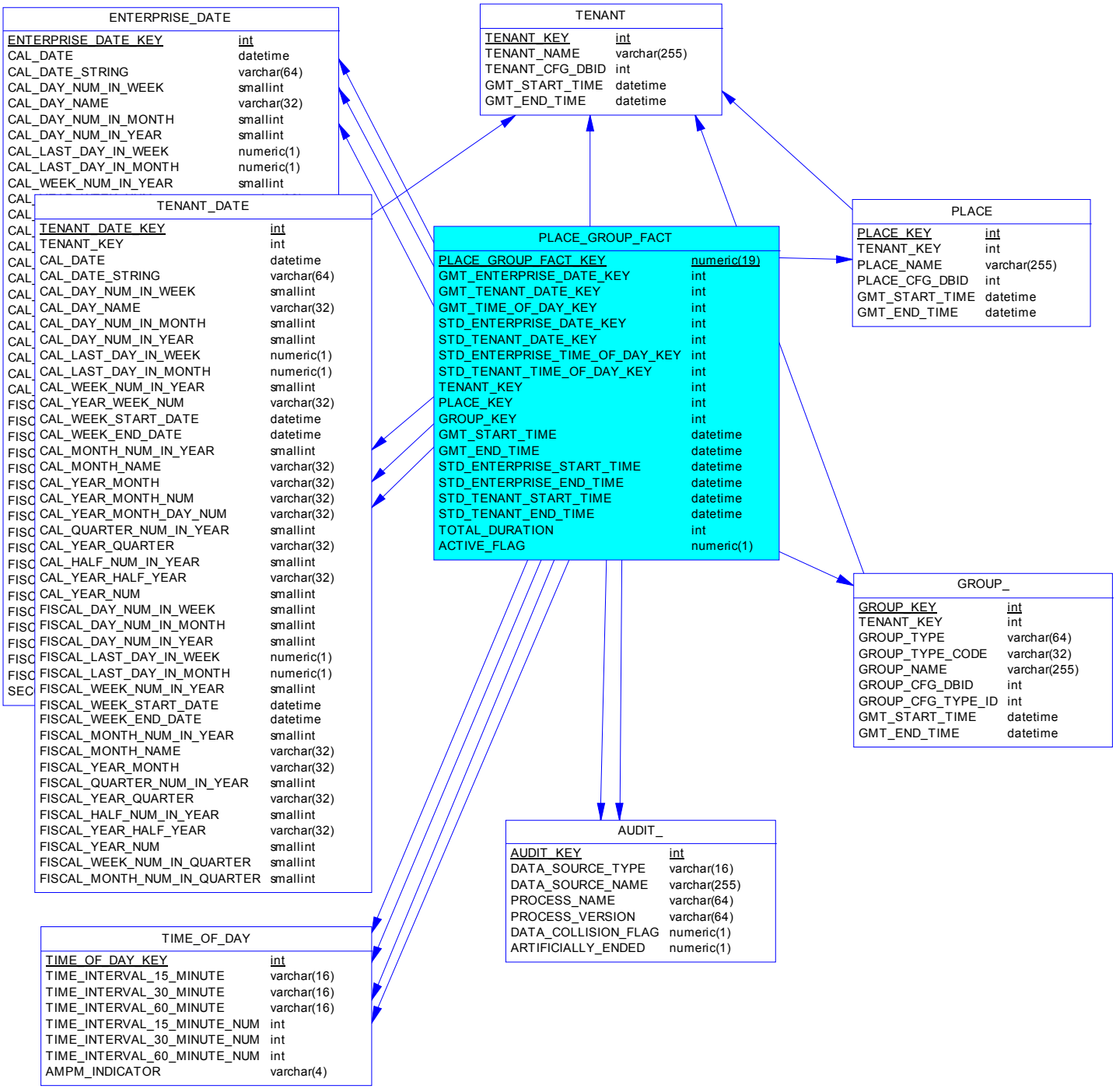
Description

This subject area represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof. In previous releases, this subject area included the VQ_SEGMENT_FACT table, which has been discontinued in this release. The MEDIATION_SEGMENT_FACT table takes its place, and a like-named view has been provided to maintain backward compatibility.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD and virtual queues.
PLACE	Allows facts to be described by the attributes of a place.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Place_Group Subject Area



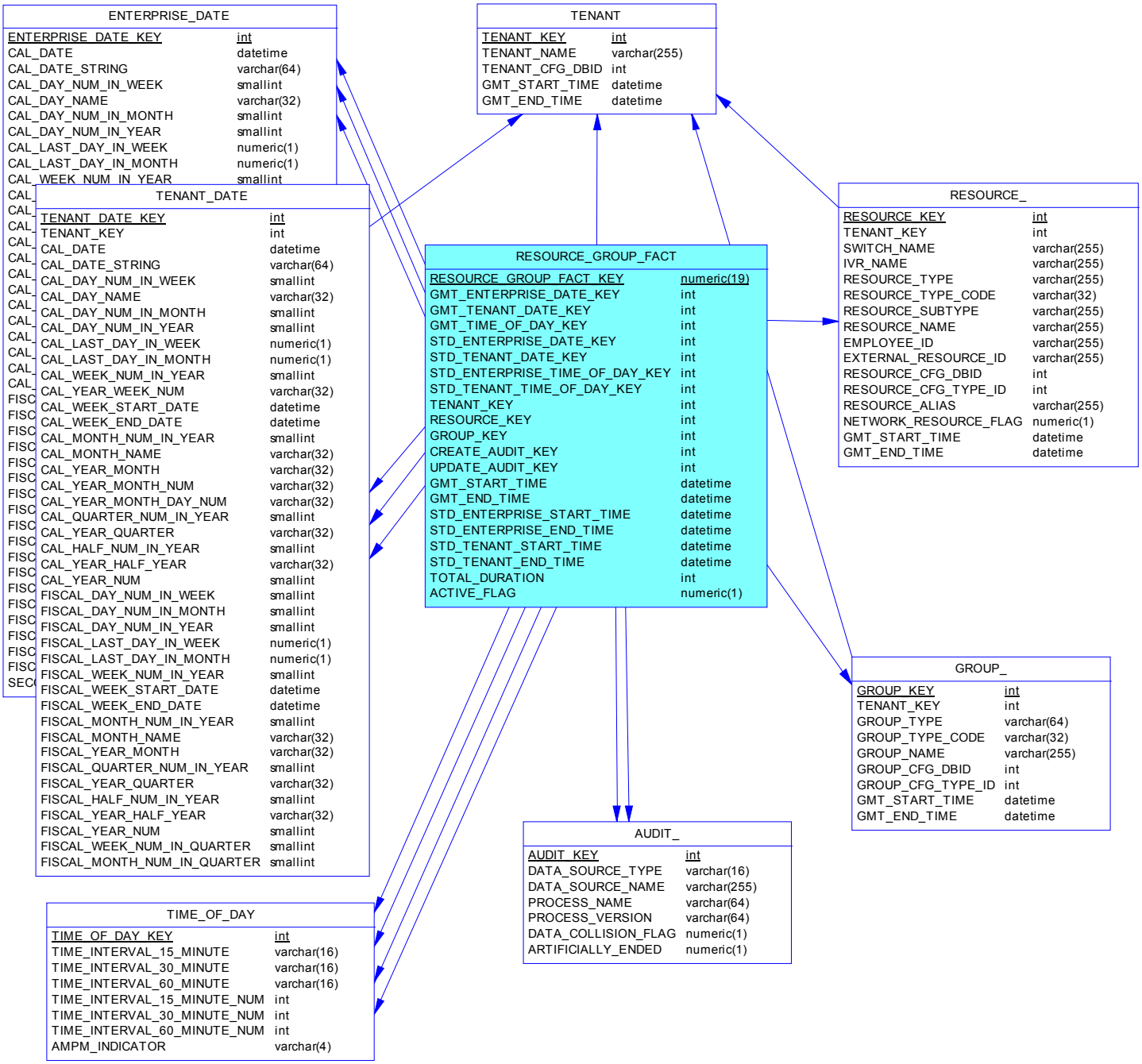
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
PLACE	Allows facts to be described by the attributes of a place.
PLACE_GROUP_FACT	Represents the membership of places among place groups.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Resource_Group Subject Area



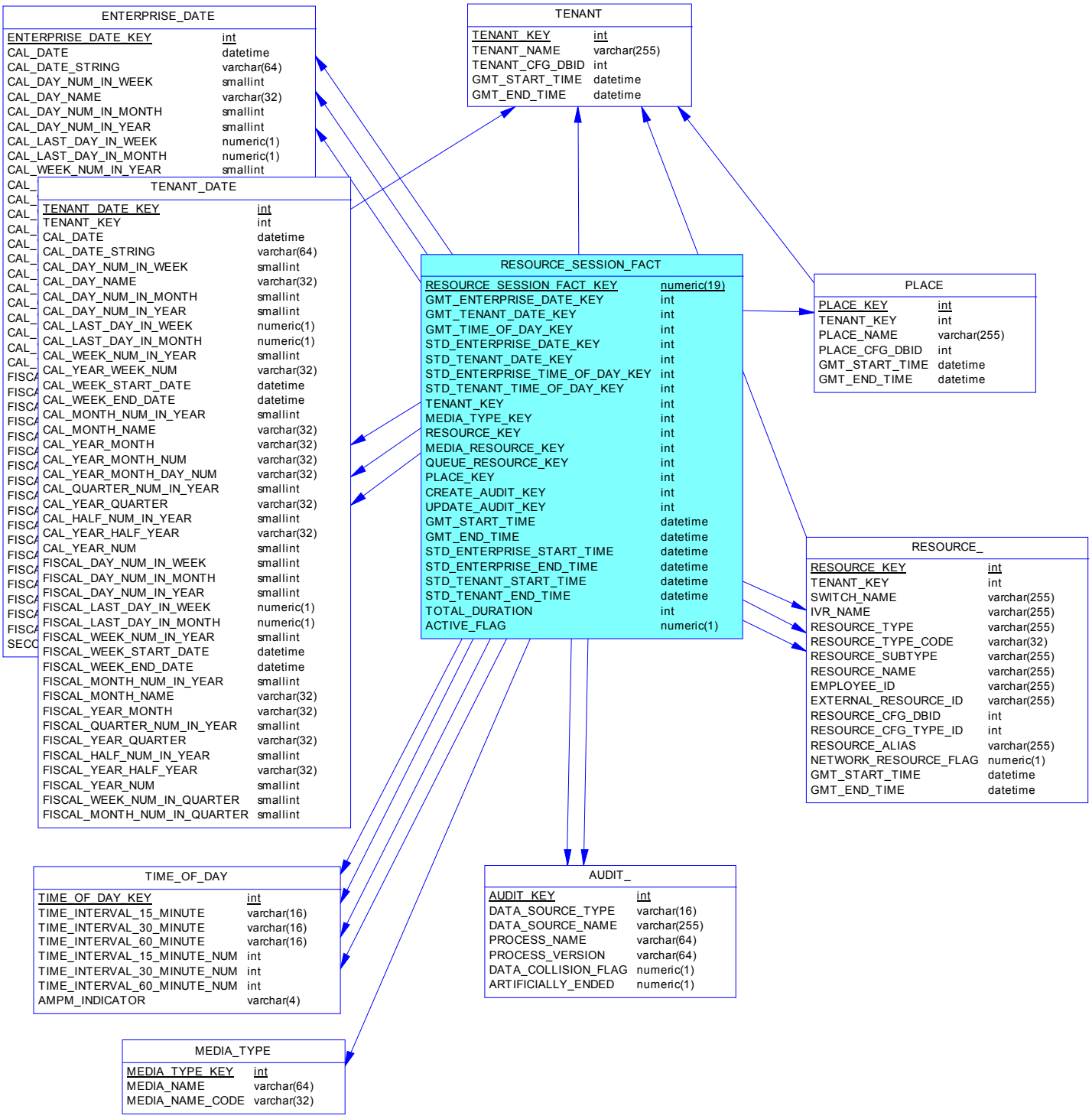
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
GROUP_	Allows facts to be described based on the membership of resources in resource groups, or membership of places in place groups.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Resource_Session Subject Area



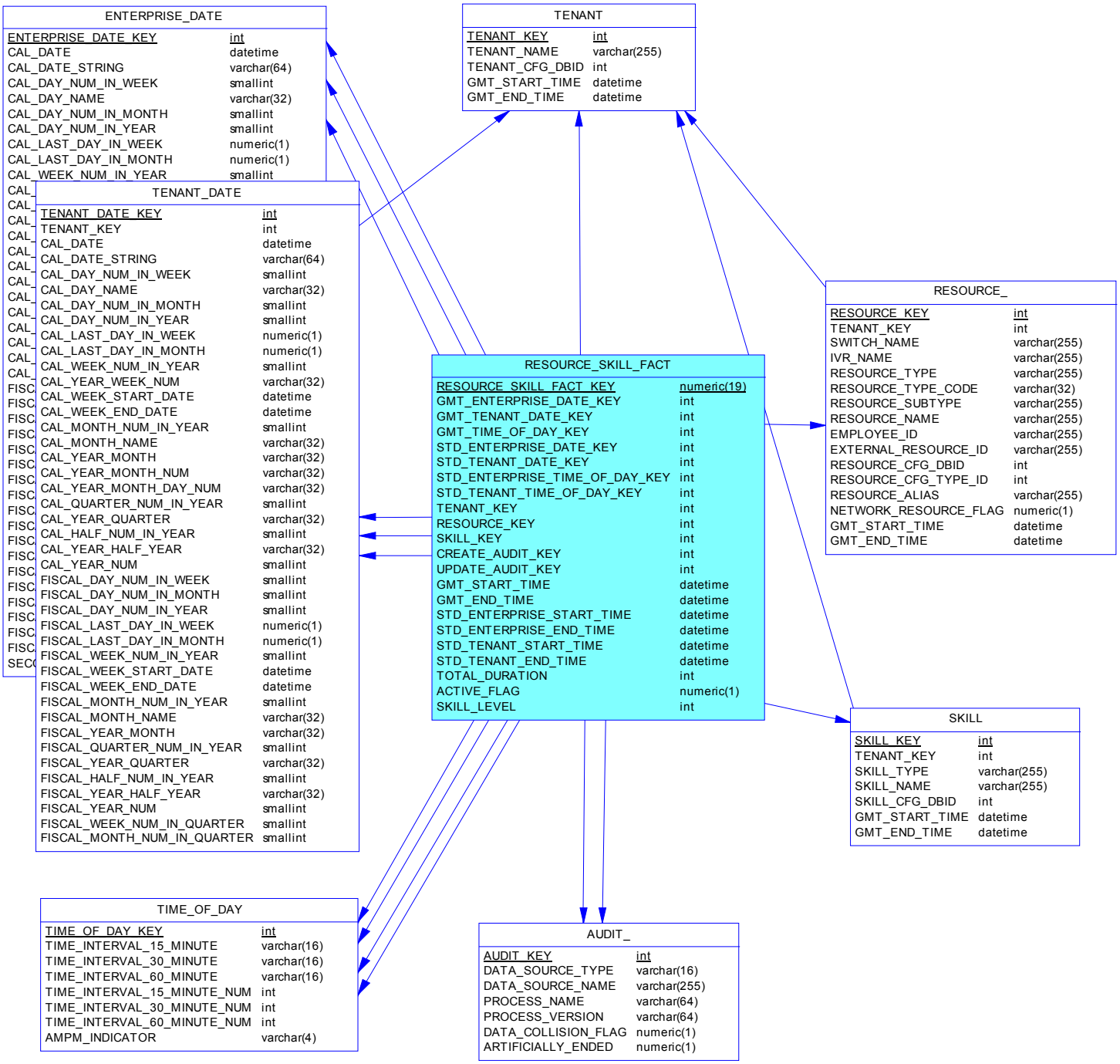
Description

This subject area represents detailed agent resource media sessions from login to logout dimensioned by media type and agent (and endpoint and queue for voice).

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_SESSION_FACT	Represents detailed agent resource media sessions from login to logout.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Resource_Skill Subject Area



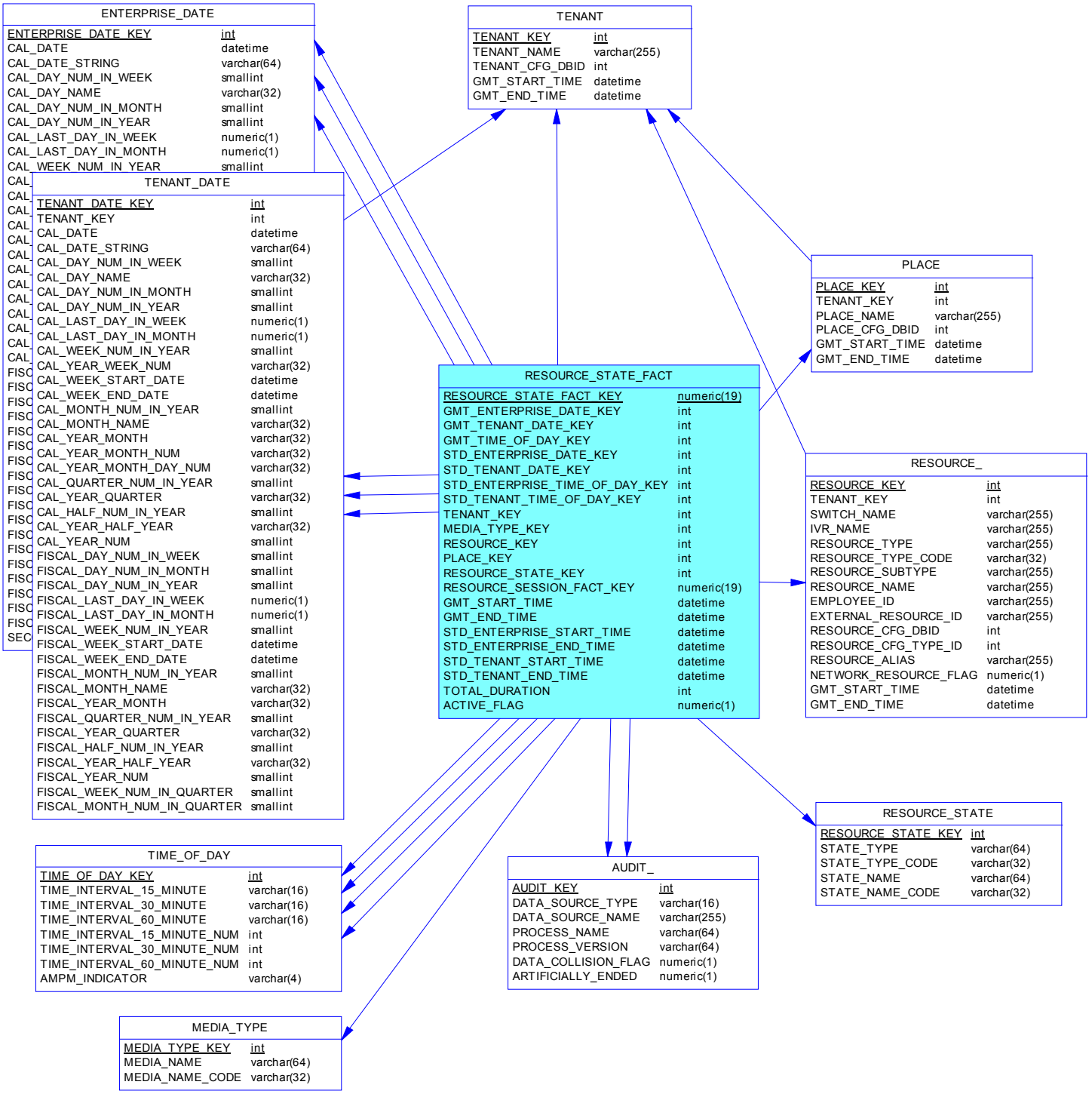
Description

The subject area represents the skill resumes of agent resources.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_SKILL_FACT	Represents the skill resumes of agent resources.
SKILL	Allows facts to be described by the attributes of a skill.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Resource_State Subject Area



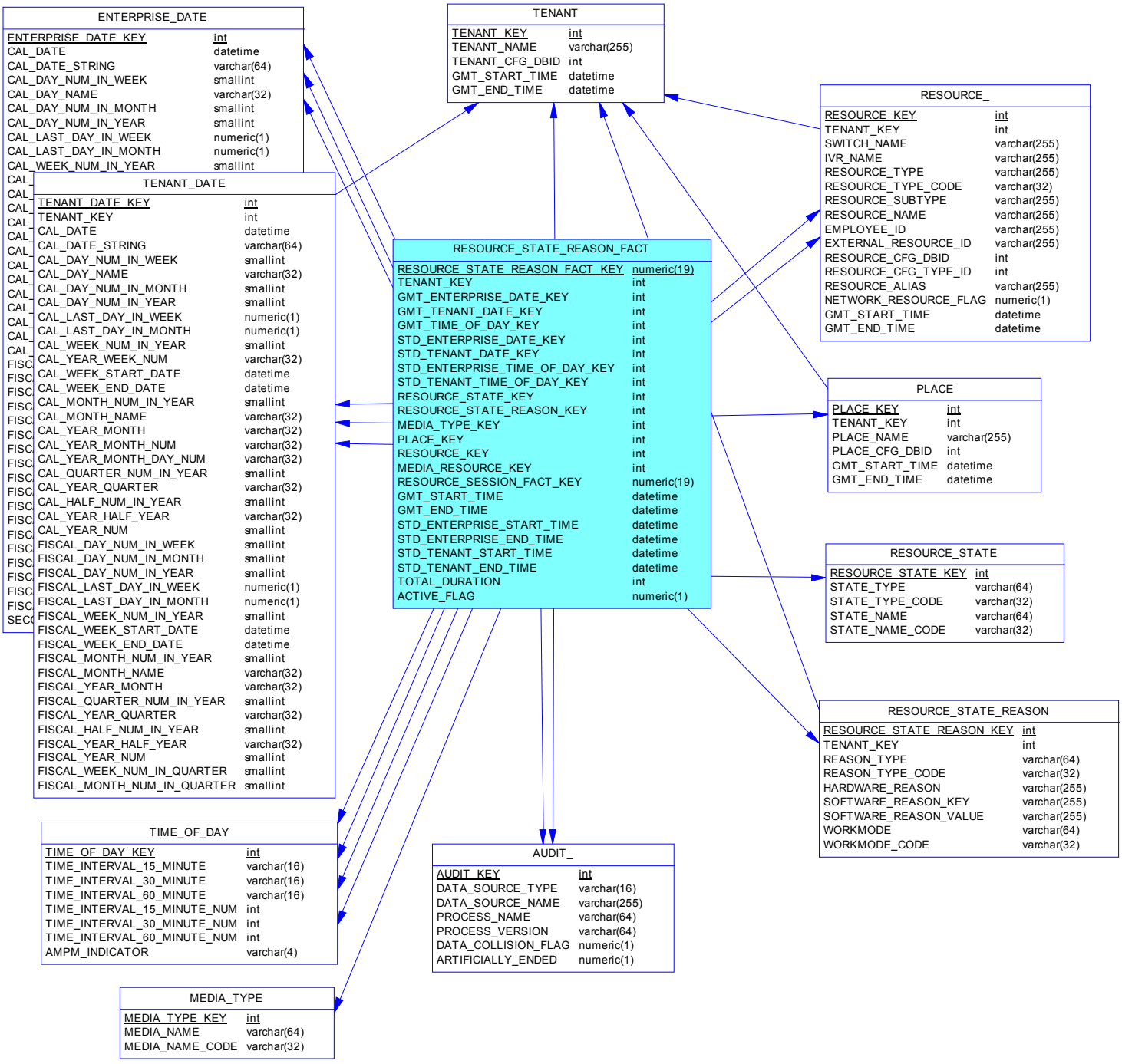
Description

The subject area represents contact center resource activities, summarized to the media type and place.

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_FACT	Represents contact center resource activities, summarized to the media type and place.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Resource_State_Reason Subject Area



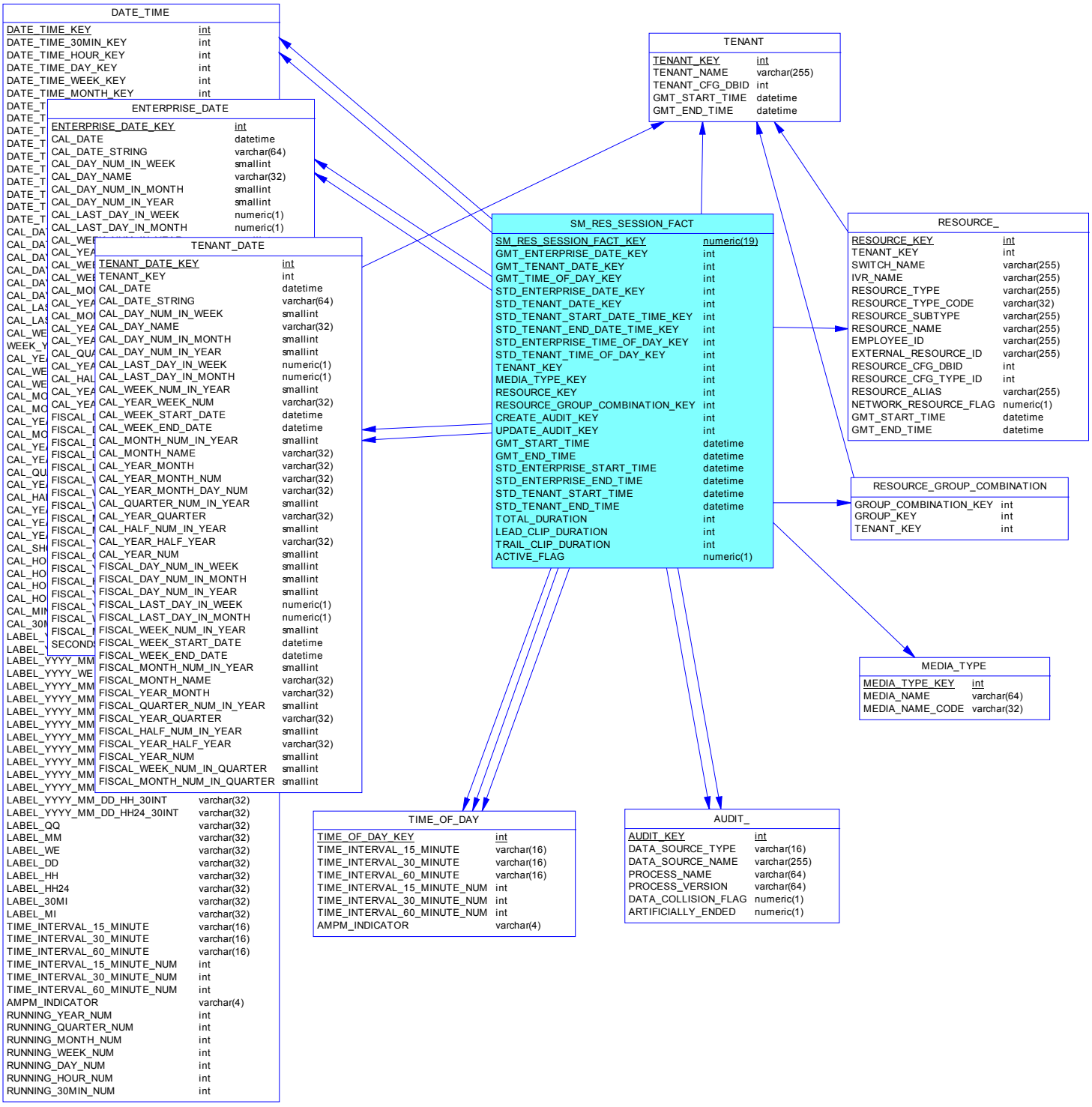
Description

This subject area represents the contact center resource state reasons, summarized to the media type and place (and DN for voice).

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
PLACE	Allows facts to be described by the attributes of a place.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
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.
RESOURCE_STATE_REASON_FACT	Represents contact center resource state reasons, summarized to the media type and place.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Summary_Resource_Session Subject Area



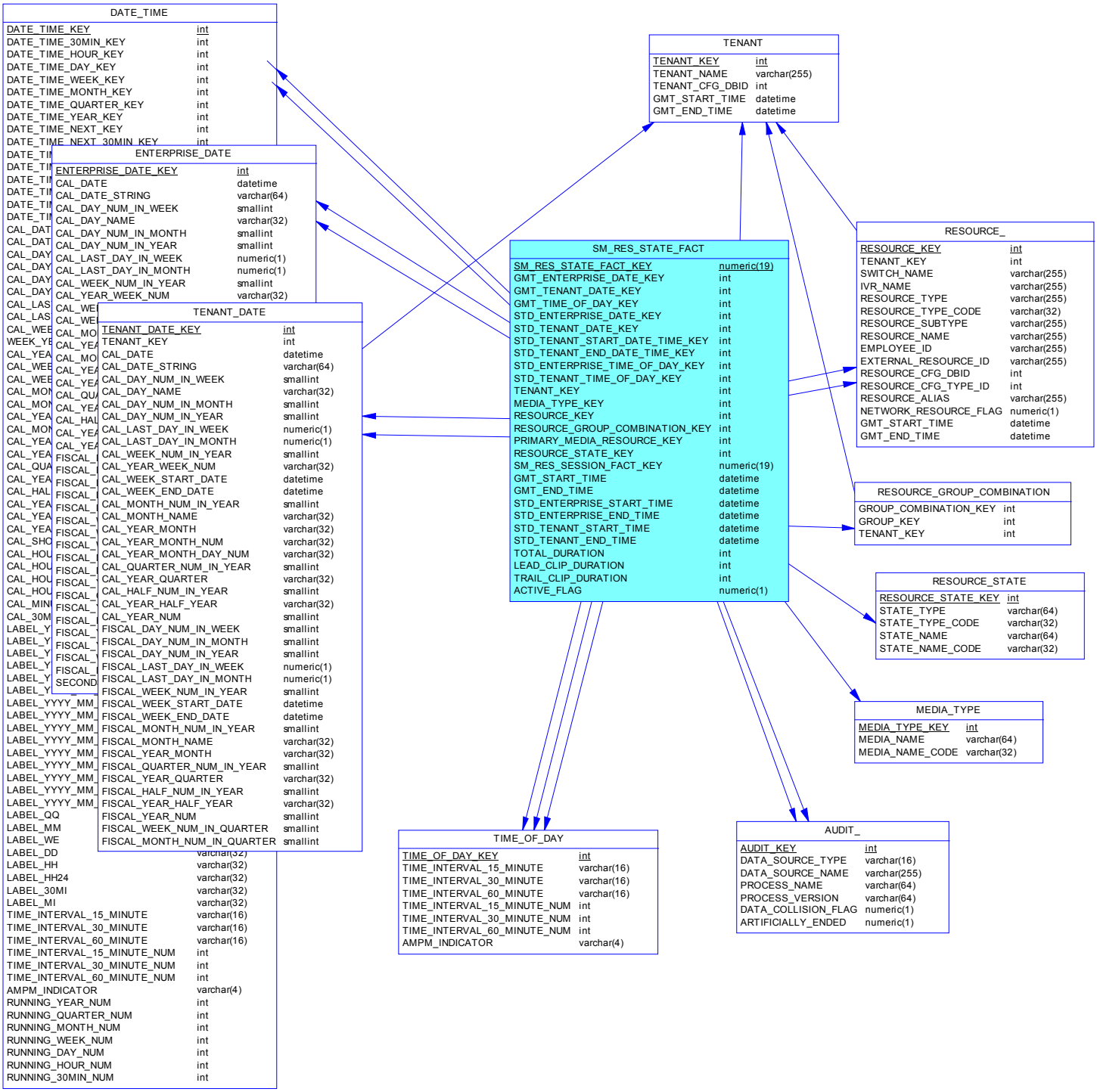
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Summary_Resource_State Subject Area



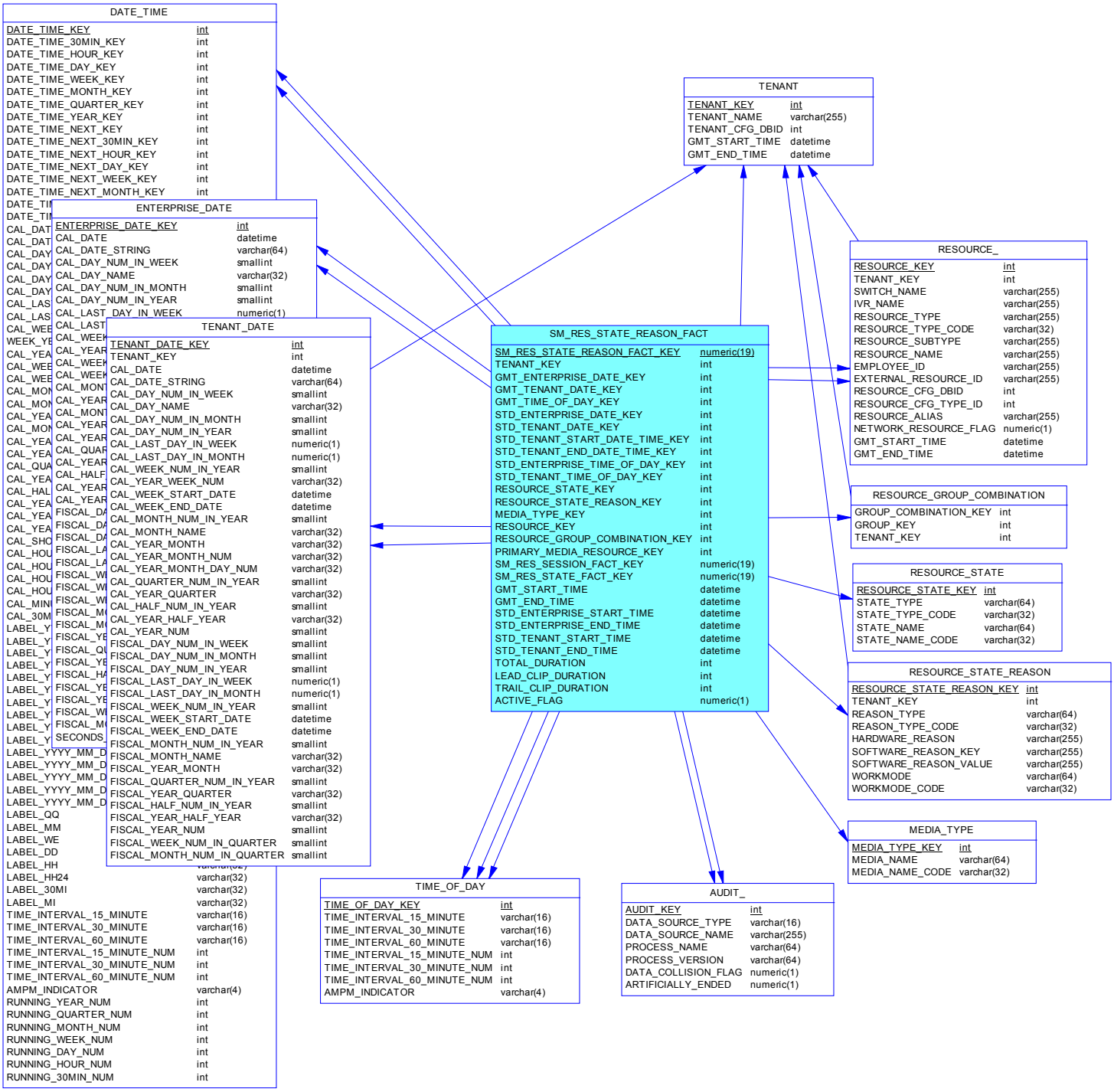
Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
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.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Summary_Resource_State_Reason Subject Area



Description

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

Subject Area Tables

Code	Comment
AUDIT_	Allows facts and dimensions to be described by data lineage attributes.
DATE_TIME	Allows facts to be described by attributes of standard calendar date and 15-minute intervals.
ENTERPRISE_DATE	Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
TENANT	Allows facts to be described based on attributes of a tenant.
TENANT_DATE	Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods.
TIME_OF_DAY	Allows facts to be described based on time of day.

Chapter 3: Info Mart Tables

Info Mart tables fall into one of the following categories:

- Fact tables
- Dimension tables
- Aggregate tables
- Info Mart service tables

The 7.6 release adds several new populate-* configuration options that control whether the Genesys Info Mart Server writes data to a specific table or group of tables. Many tables, such as the aggregate tables, depend on the population of other Info Mart tables and the values of the configuration options pertaining to them. This document does not discuss the controlling factors that determine whether a table is written to or not written to; the *Genesys Info Mart 7.6 Deployment Guide* discusses this topic. The *Genesys Info Mart 7.6 Operations Guide* also describes an aspect of this. Refer to these documents to learn the circumstances under which Info Mart tables are populated.

Fact Tables

The fact tables all include _FACT in the table name. Some fact tables provide further extension of the primary fact table; these include _FACT_EXT 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
- DT_DND_FACT
- DT_RES_STATE_FACT
- DT_RES_STATE_REASON_FACT
- GROUP_TO_CAMPAIGN_FACT
- GVP_CALL_FACT
- GVP_SUBCALL_FACT
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_SEGMENT_FACT
- IXN_RESOURCE_STATE_FACT
- MEDIATION_SEGMENT_FACT
- MMEDIA_IXN_FACT_EXT
- MMEDIA_SEG_FACT_EXT
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SESSION_FACT
- RESOURCE_SKILL_FACT
- RESOURCE_STATE_FACT
- RESOURCE_STATE_REASON_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT
- VOICE_IXN_FACT_EXT
- VOICE_RES_FACT_EXT
- VOICE_SEG_FACT_EXT

Dimension Tables

The following are Info Mart dimension tables:

- AUDIT_
- CALL_RESULT
- CALLING_LIST
- CAMPAIGN
- CAMPAIGN_GROUP_STATE
- CONTACT_INFO_TYPE
- CURRENCY
- CUSTOMER
- DATE_TIME
- DIALING_MODE
- ENTERPRISE_DATE
- ENTERPRISE_MONTH
- GROUP_
- GVP_APPLICATION
- GVP_SUBCALL_FLOW
- GVP_VOICE_MEDIA_SERVER
- GVP_WEB_APPL_SERVER
- INTERACTION_DESCRIPTOR
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- MEDIA_TYPE
- PLACE
- RECORD_TYPE
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SKILL
- STOP_ACTION
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TENANT
- TENANT_DATE
- TIME_OF_DAY
- TIME_RANGE
- TIME_ZONE
- USER_DATA
- USER_DATA_2

Some tables, such as DATE_TIME, 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.

Aggregate Tables

The first set of Info Mart aggregate tables includes the following:

- AG_AGENT_VOICE_IXN_HOUR
- AG_SKILL_GROUP_ABN_HOUR
- AG_SKILL_GROUP_HOUR
- AG_SKILL_RESOURCE_ABN_HOUR
- AG_SKILL_RESOURCE_HOUR
- AG_SKILL_VOICE_INB_IXN_HOUR
- AG_STATE_REASON_VOICE_HOUR

Also provided are the _DAY and _MONTH versions of these tables.

The second set of Info Mart aggregate tables includes the following:

- AG2_INB_V_AGENT_QUEUE_HOUR
- AG2_INB_V_IXN_AGENT_GRP_HOUR
- AG2_INB_V_IXN_AGENT_HOUR
- AG2_INB_V_IXN_ID_HOUR
- AG2_INB_V_I_IXN_AGENT_HOUR
- AG2_INB_V_I_SESS_STATE_HOUR
- AG2_INB_V_I_STATE_RSN_HOUR
- AG2_INB_V_QUEUE_ABN_HOUR
- AG2_INB_V_QUEUE_ANS_HOUR
- AG2_INB_V_QUEUE_GRP_HOUR
- AG2_INB_V_QUEUE_HOUR
- AG2_OUT_V_IXN_AGENT_HOUR
- AG2_OUT_V_IXN_AGENT_GRP_HOUR

Also provided are the _SUBHR and _DAY versions of these tables for the interval-based tables (those prefixed with AG2_INB_V_I) and the _DAY and _MONTH versions for the disposition-based tables.

Info Mart Service and Control Tables

The following two Info Mart tables are for reference only:

- DATA_MIGRATION
- SCHEMA_INFO

And the following table maintains control and audit information about aggregate tables:

- AGGREGATE_CTRL_HOUR

The following sections describe each table, 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.

General Note

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (AG*_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

Table AG2_INB_V_AGENT_QUEUE_HOUR

This aggregate table provides a rollup of interaction-handling activities of agent resources who received inbound voice interactions distributed from ACD or virtual queues, based on key business attributes (such as customer segment, service type, and service subtype). Rollups are derived primarily from the MEDIATION_SEGMENT_FACT, VOICE_RES_FACT_EXT, and INTERACTION_RESOURCE_FACT tables.

This table includes two sets of measures regarding interactions distributed from ACD or virtual queues to agents; namely, measures for pure inbound interactions and measures for consult interactions, where the consultation is associated with an inbound interaction.
Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent, who received the consultation request, was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table, as are the interactions received by unmonitored agents. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_DESCRIPTOR, RESOURCE_, and RESOURCE_GROUP_COMBINATION dimensions. The latter two dimensions are each referenced twice in this table because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply for the AG2_INB_V_AGENT_QUEUE_DAY and AG2_INB_V_AGENT_QUEUE_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
AGENT_RESOURCE_KEY	int	X	X	X	
QUEUE_RESOURCE_KEY	int	X	X	X	
QUEUE_GROUP_COMBINATION_KEY	int	X	X	X	
AGENT_GROUP_COMBINATION_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_RING_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
TOTAL_RCV_CONS_RING_DURATION	int		X		
TOTAL_RCV_CONS_TALK_DURATION	int		X		
TOTAL_RCV_CONS_TALK_COUNT	int		X		
TOTAL_RCV_CONS_HOLD_DURATION	int		X		

Code	Data Type	P	M	F	DV
TOTAL_RCV_CONS_HOLD_COUNT	int		X		
TOTAL_RCV_CONS_ACW_DURATION	int		X		
TOTAL_RCV_CONS_ACW_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

Column AGENT_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent.

Column QUEUE_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific ACD or virtual queue.

Column QUEUE_GROUP_COMBINATION_KEY

The surrogate key used to join this table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups of which the ACD or virtual queue was a member when the agent was offered the interaction.

Column AGENT_GROUP_COMBINATION_KEY

The surrogate key used to join this table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attributes assigned to the interaction.

Column TOTAL_ANSWERED_COUNT

The total number of times that interactions distributed from the ACD or virtual queue, assigned this business attribute, were answered by the agent.

Column TOTAL_RING_DURATION

The total amount of time, in seconds, that interactions distributed from the ACD or virtual queue, assigned this business attribute, rang at the agent's DN.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that the agent spent talking to customers on inbound interactions, assigned this business attribute, offered during the interval and distributed from the ACD or virtual queue.

Column TOTAL_TALK_COUNT

The total number of times that inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, were answered by the agent.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, that inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, spent on hold for interactions that were offered to the agent during the interval.

Column TOTAL_HOLD_COUNT

The total number of inbound interactions distributed from the ACD or virtual queue, assigned this business attribute, that the agent placed on hold for those interactions offered to the agent during the interval.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, that the agent was in interaction-related ACW state for inbound interactions, assigned this business attribute, offered to the agent during the interval and distributed from the ACD or virtual queue.

Column TOTAL_ACW_COUNT

The total number of times the agent was in interaction-related ACW state for inbound interactions, assigned this business attribute, offered to the agent during the interval and distributed from the ACD or virtual queue.

Column TOTAL_RCV_CONS_RING_DURATION

The total amount of time, in seconds, that consult interactions distributed from the ACD or virtual queue, assigned this business attribute, spent ringing at the agent's DN, where the consultation was associated with an inbound interaction and the agent was the recipient of the consult request.

Column TOTAL_RCV_CONS_TALK_DURATION

The total amount of time, in seconds, that the agent spent talking to other agents on consult interactions, assigned this business attribute, that were distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction. This time excludes time spent on hold.

Column TOTAL_RCV_CONS_TALK_COUNT

The total number of times that the agent received and answered a consult request distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction assigned this business attribute.

Column TOTAL_RCV_CONS_HOLD_DURATION

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, were placed on hold by the agent, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

Column TOTAL_RCV_CONS_HOLD_COUNT

The total number of times the agent placed consult interactions, distributed from the ACD or virtual queue, on hold, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

Column TOTAL_RCV_CONS_ACW_DURATION

The total amount of time, in seconds, that the agent spent in ACW state for consult interactions distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction assigned this business attribute, and the agent was the recipient of the consult request.

Column TOTAL_RCV_CONS_ACW_COUNT

The total number of times that the agent entered ACW state pertaining to consult interactions, assigned this business attribute, distributed from the ACD or virtual queue, where the consultation was associated with an inbound interaction and the agent was the recipient of the consult request.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.

Table AG2_INB_V_IXN_AGENT_GRP_HOUR
This aggregate table provides an agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables.

This table includes two sets of measures regarding interactions that are assigned a business attribute and distributed to members of agent groups; namely, measures for pure inbound interactions and measures for received consult interactions, where the consultations are associated with inbound interactions.

Counts and durations are attributed to the interval in which the agent group member was offered the interaction. For consultations, counts and durations are attributed to the interval in which the group member, who received the request for consultation, was offered the interaction. Group membership is determined at the moment the agent is offered the interaction. Counts and durations are included in all agent groups to which the agent belongs.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, GROUP_, and INTERACTION_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_IXN_AGENT_GRP_DAY and AG2_INB_V_IXN_AGENT_GRP_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
GROUP_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_RING_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
TOTAL_SHORT_TALK_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_RONA_COUNT	int		X		
TOTAL_RCV_CONS_RING_DURATION	int		X		
TOTAL_RCV_CONS_TALK_DURATION	int		X		
TOTAL_RCV_CONS_TALK_COUNT	int		X		
TOTAL_RCV_CONS_HOLD_DURATION	int		X		
TOTAL_RCV_CONS_HOLD_COUNT	int		X		
TOTAL_RCV_CONS_ACW_DURATION	int		X		
TOTAL_RCV_CONS_ACW_COUNT	int		X		
TOTAL_CONF_INITIATED_COUNT	int		X		
TOTAL_CONF_RECEIVED_COUNT	int		X		
TOTAL_TRANSFER_INITIATED_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	

Code	Data Type	P	M	F	DV
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agents in the group belong.

Column GROUP_KEY

The surrogate key used to join this table to the GROUP_ dimension to identify the specific group to which the agent belonged when the agent was offered the interaction.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attribute assigned to the interaction.

Column TOTAL_ANSWERED_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group.

Column TOTAL_RING_DURATION

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, rang at agents DNs, where the agents were a member of this agent group.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that agents, belonging to this agent group, spent talking to customers on inbound interactions, assigned this business attribute, that the agents received.

Column TOTAL_TALK_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, that agents, belonging to this agent group, had inbound interactions, assigned this business attribute, on hold.

Column TOTAL_HOLD_COUNT

The total number of times that agents, belonging to this agent group, placed inbound interactions, assigned this business attribute, on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, for which agents, belonging to this agent group, were in ACW state pertaining to inbound interactions, assigned this business attribute, that the agents received.

Column TOTAL_ACW_COUNT

The total number of times that agents, belonging to this agent group, entered ACW state pertaining to inbound interactions, assigned this business attribute, that the agents received.

Column TOTAL_SHORT_TALK_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by agents belonging to this agent group, and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that inbound interactions, assigned this business attribute, were abandoned while ringing at DNs belonging to agents from this agent group.

Column TOTAL_RONA_COUNT

The total number of times that inbound interactions, assigned this business attribute, rang at DNs belonging to agents from this agent group, were not answered, and were subsequently redirected to another resource.

Column TOTAL_RCV_CONS_RING_DURATION

The total amount of time, in seconds, that consult interactions spent ringing at DNs belonging to agents from this agent group, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

Column TOTAL_RCV_CONS_TALK_DURATION

The total amount of time, in seconds, that agents belonging to this agent group spent talking to other agents on consult interactions assigned this business attribute, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests. This time excludes time spent on hold.

Column TOTAL_RCV_CONS_TALK_COUNT

The total number of times that agents, belonging to this agent group, received and answered consult interactions, where the consultations were associated with inbound interactions that were assigned this business attribute.

Column TOTAL_RCV_CONS_HOLD_DURATION

The total amount of time, in seconds, that consult interactions were placed on hold by agents belonging to this agent group, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

Column TOTAL_RCV_CONS_HOLD_COUNT

The total number of times agents, belonging to this agent group, placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned this business attribute, and the agents were the recipients of the consult requests.

Column TOTAL_RCV_CONS_ACW_DURATION

The total amount of time, in seconds, that agents, belonging to this agent group, spent in ACW state pertaining to consult interactions the agents received, where the consultations were associated with inbound interactions and the group members were the recipients of the consult requests.

Column TOTAL_RCV_CONS_ACW_COUNT

The total number of times that agents, belonging to this agent group, entered ACW state pertaining to consult interactions the agents received, where the consultations were associated with inbound interactions.

Column TOTAL_CONF_INITIATED_COUNT

The total number of times that agents, belonging to this agent group, initiated conferences for the inbound interactions, assigned this business attribute, that the agents received.

Column TOTAL_CONF_RECEIVED_COUNT

The total number of times that agents, belonging to this agent group, joined conferences to participate in inbound interactions assigned this business attribute.

Column TOTAL_TRANSFER_INITIATED_COUNT

The total number of times that agents, belonging to this agent group, transferred inbound interactions assigned this business attribute.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Table AG2_INB_V_IXN_AGENT_HOUR

This aggregate table provides a rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables.

This table includes two sets of measures regarding interactions that are assigned business attributes and distributed to agents; namely, measures for pure inbound interactions and measures for received consult interactions, where the consultation is associated with an inbound interaction.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent receiving the consult request was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, RESOURCE_GROUP_COMBINATION, and INTERACTION_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_IXN_AGENT_DAY and AG2_INB_V_IXN_AGENT_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_RING_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
TOTAL_SHORT_TALK_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_RONA_COUNT	int		X		
TOTAL_RCV_CONS_RING_DURATION	int		X		
TOTAL_RCV_CONS_TALK_DURATION	int		X		
TOTAL_RCV_CONS_TALK_COUNT	int		X		
TOTAL_RCV_CONS_HOLD_DURATION	int		X		
TOTAL_RCV_CONS_HOLD_COUNT	int		X		
TOTAL_RCV_CONS_ACW_DURATION	int		X		
TOTAL_RCV_CONS_ACW_COUNT	int		X		
TOTAL_CONF_INITIATED_COUNT	int		X		
TOTAL_CONF_RECEIVED_COUNT	int		X		
TOTAL_TRANSFER_INITIATED_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	

Code	Data Type	P	M	F	DV
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent.

Column GROUP_COMBINATION_KEY

The surrogate key used to join records in this table to the RESOURCE_GROUP_COMBINATION dimension to identify a specific combination of agent groups to which the agent was a member when the agent was offered the interaction.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

Column TOTAL_ANSWERED_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by the agent.

Column TOTAL_RING_DURATION

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, rang at the agent's DN.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that the agent spent talking to customers on inbound interactions, assigned this business attribute, that the agent received.

Column TOTAL_TALK_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by the agent.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, that the agent had inbound interactions, assigned this business attribute, on hold.

Column TOTAL_HOLD_COUNT

The total number of times that the agent placed inbound interactions, assigned this business attribute, on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, that the agent was in ACW state for inbound interactions, assigned this business attribute, that the agent received.

Column TOTAL_ACW_COUNT

The total number of times the agent entered ACW state for inbound interactions, assigned this business attribute, that the agent received.

Column TOTAL_SHORT_TALK_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered by an agent and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that inbound interactions, assigned this business attribute, were abandoned while ringing at a DN belonging to the agent.

Column TOTAL_RONA_COUNT

The total number of times that inbound interactions, assigned this business attribute, rang at a DN belonging to the agent, were not answered by that agent, and were subsequently redirected to another resource.

Column TOTAL_RCV_CONS_RING_DURATION

The total amount of time, in seconds, that consult interactions spent ringing at the agent's DN, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_TALK_DURATION

The total amount of time, in seconds, that the agent spent talking to other agents on consult interactions assigned this business attribute, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests. This time excludes time spent on hold.

Column TOTAL_RCV_CONS_TALK_COUNT

The total number of times that the agent received and answered consult interactions, where the consultations were associated with inbound interactions assigned this business attribute.

Column TOTAL_RCV_CONS_HOLD_DURATION

The total amount of time, in seconds, that consult interactions were placed on hold by the agent, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_HOLD_COUNT

The total number of times the agent placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned this business attribute, and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_ACW_DURATION

The total amount of time, in seconds, that the agent spent in ACW state pertaining to consult interactions the agent received where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_ACW_COUNT

The total number of times that the agent entered ACW state pertaining to consult interactions the agent received, where the consultations were associated with inbound interactions.

Column TOTAL_CONF_INITIATED_COUNT

The total number of times that the agent initiated conferences for the inbound interactions that the agent received.

Column TOTAL_CONF_RECEIVED_COUNT

The total number of times that the agent joined conferences to participate in inbound interactions assigned this business attribute.

Column TOTAL_TRANSFER_INITIATED_COUNT

The total number of times that the agent transferred inbound interactions assigned this business attribute.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Table AG2_INB_V_IXN_ID_HOUR

This aggregate table provides a rollup of resource interaction-handling activities for inbound voice interactions that are assigned a specific business attribute, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables.

This table includes three sets of measures regarding interactions that are assigned a business attribute; namely, measures for:

- inbound interactions that are queued
- pure inbound interactions that are distributed to handling resources and
- received consult interactions that are distributed to handling resources, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Resources include:

- Handling resources (such as self service IVR ports, agents, or non-agent-associated DNs) and

- Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, Routing Points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.

Records in this table exclude interactions that are routed to and answered by an unmonitored resource and include interactions that are directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, and INTERACTION_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_IXN_ID_DAY and AG2_INB_V_IXN_ID_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
TOTAL_ENTERED_OBJ_COUNT	int		X		
TOTAL_ABANDONED_COUNT	int		X		
TOTAL_SHORT_ABANDONED_COUNT	int		X		
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ANSWERED_BY_AGENT_COUNT	int		X		
TOTAL_ANSWER_WAIT_DURATION	int		X		
TOTAL_ABANDON_WAIT_DURATION	int		X		
TOTAL_S_ABANDON_WAIT_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
TOTAL_RCV_CONS_RING_DURATION	int		X		
TOTAL_RCV_CONS_TALK_DURATION	int		X		
TOTAL_RCV_CONS_TALK_COUNT	int		X		
TOTAL_RCV_CONS_HOLD_DURATION	int		X		

Code	Data Type	P	M	F	DV
TOTAL_RCV_CONS_HOLD_COUNT	int		X		
TOTAL_RCV_CONS_ACW_DURATION	int		X		
TOTAL_RCV_CONS_ACW_COUNT	int		X		
TOTAL_TRANSFER_INITIATED_COUNT	int		X		
MAX_TIME_TO_ANSWER	int		X		
MAX_TIME_TO_ABANDON	int		X		
TOTAL_ANSWERED_WITHIN_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify the specific tenant to which the resource belongs.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attributes assigned to the interaction.

Column TOTAL_ENTERED_COUNT

The total number of inbound interactions, assigned this business attribute, that entered the contact center. This will include abandoned interactions.

Column TOTAL_ENTERED_OBJ_COUNT

The total number of inbound interactions, assigned this business attribute, that had a Baseline Service Objective > 0 and entered the contact center. This will include abandoned interactions.

Column TOTAL_ABANDONED_COUNT

The total number of inbound interactions, assigned this business attribute, were abandoned by the customer while waiting for the first handling resource. The count includes short abandoned interactions.

Column TOTAL_SHORT_ABANDONED_COUNT

The total number of inbound interactions, assigned this business attribute, were abandoned by the customer inside a specified threshold (defined by the short-abandon-threshold configuration option) while waiting for the first handling resource.

Column TOTAL_ANSWERED_COUNT

The total number of inbound interactions, assigned this business attribute, were accepted or answered by a resource.

Column TOTAL_ANSWERED_BY_AGENT_COUNT

The total number of inbound interactions, assigned this business attribute, were answered by an agent.

Column TOTAL_ANSWER_WAIT_DURATION

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, were queued and/or ringing at a target’s DN before the interactions were answered. Duration starts when an inbound interaction of this business attribute enters the contact center and ends when the interaction is answered by the first handling resource.

Column TOTAL_ABANDON_WAIT_DURATION

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, waited in queue or were ringing at a target's DN before the interactions were abandoned. This time includes the durations of interactions that were abandoned inside the short-abandon threshold.

Column TOTAL_S_ABANDON_WAIT_DURATION

The total amount of time, in seconds, that inbound interactions, assigned this business attribute, waited in queue or were ringing at a target’s DNs before the interactions were abandoned inside the short-abandoned threshold (configured using the short-abandon-threshold option).

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that resources spent communicating with customers on inbound interactions received and assigned this business attribute.

Column TOTAL_TALK_COUNT

The total number of times that inbound interactions, assigned this business attribute, were answered or accepted.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, for which inbound interactions, assigned this business attribute, were placed on hold.

Column TOTAL_HOLD_COUNT

The total number of times that inbound interactions, assigned this business attribute, were placed on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, that resources entered ACW state pertaining to inbound interactions received and assigned this business attribute.

Column TOTAL_ACW_COUNT

The total number of times that resources entered ACW state pertaining to inbound interactions received and assigned this business attribute.

Column TOTAL_RCV_CONS_RING_DURATION

The total amount of time, in seconds, that consult interactions spent ringing at targets' DNs, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

Column TOTAL_RCV_CONS_TALK_DURATION

The total amount of time, in seconds, that resources spent talking to other contact center resources on consult interactions assigned business attributes, where the consultations were associated with inbound interactions and the resources were the recipients of the consult requests.

Column TOTAL_RCV_CONS_TALK_COUNT

The total number of times that resources received consult interactions, where the consultations were associated with inbound interactions that were assigned business attributes.

Column TOTAL_RCV_CONS_HOLD_DURATION

The total amount of time, in seconds, that consult interactions were placed on hold by resources, where consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

Column TOTAL_RCV_CONS_HOLD_COUNT

The total number of times that resources placed consult interactions on hold, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of consult requests.

Column TOTAL_RCV_CONS_ACW_DURATION

The total amount of time, in seconds, that resources spent in ACW state pertaining to consult interactions that resources received, where the consultations were associated with inbound interactions, assigned business attributes, and the resources were the recipients of the consult requests.

Column TOTAL_RCV_CONS_ACW_COUNT

The total number of times that resources entered ACW state pertaining to consult interactions the resources received, where the consultations were associated with inbound interactions.

Column TOTAL_TRANSFER_INITIATED_COUNT

The total number of times that resources transferred inbound interactions, assigned this business attribute.

Column MAX_TIME_TO_ANSWER

The longest amount of time, in seconds, that inbound interactions, assigned this business attribute, spent queued before the interactions were answered by the first handling agent. The duration starts when the interaction enters the contact center and ends when the interaction is answered; thereby including ring time and excluding inbound interactions that are queued for consultation.

Column MAX_TIME_TO_ABANDON

The maximum amount of time, in seconds, that inbound interactions, assigned this business attribute, spent queued and/or ringing at the target's DN before the interactions were abandoned by the customer.

Column TOTAL_ANSWERED_WITHIN_COUNT

The total number of inbound interactions, assigned this business attribute, that were answered within the service threshold configured by the service-related key-value pairs in the attached userdata mapping.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Ixn_IxnDscr	Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.

Table AG2_INB_V_I_IXN_AGENT_HOUR

This aggregate table provides an agent rollup of the handling of inbound voice interactions. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT (IRF) and IXN_RESOURCE_STATE_FACT tables.

This table includes two sets of measures regarding interactions that are distributed to agents; namely, measures for pure inbound interactions and measures for consult interactions, where the consultation is associated with an inbound interaction.

This table is an interval-based table which means that counts and durations are confined to the interval in which the activity occurred--whether the agent entered a particular state, exited the state, or was in the state for the entire duration of the interval. For consultations, counts and durations are applied to the agent receiving the consult request.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_I_IXN_AGENT_SUBHR and AG2_INB_V_I_IXN_AGENT_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TOTAL_INTERACTION_COUNT	int		X		
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_HOLD_COUNT	int		X		

Code	Data Type	P	M	F	DV
TOTAL_ACW_COUNT	int		X		
TOTAL_ALERT_DURATION	int		X		
TOTAL_DIALING_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_RCV_CONS_RING_DURATION	int		X		
TOTAL_RCV_CONS_TALK_DURATION	int		X		
TOTAL_RCV_CONS_TALK_COUNT	int		X		
TOTAL_RCV_CONS_HOLD_DURATION	int		X		
TOTAL_RCV_CONS_HOLD_COUNT	int		X		
TOTAL_RCV_CONS_ACW_DURATION	int		X		
TOTAL_RCV_CONS_ACW_COUNT	int		X		
TOTAL_LOGIN_SESSION_DURATION	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int				
UPDATE_AUDIT_KEY	int				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent.

Column GROUP_COMBINATION_KEY

The surrogate key 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 agent received the interaction.

Column TOTAL_INTERACTION_COUNT

The total number of interactions that were assigned to the agent during the interval.

Column TOTAL_ANSWERED_COUNT

The total number of times that inbound interactions were answered by the agent during the interval.

Column TOTAL_HOLD_COUNT

The total number of times within the interval that the agent placed inbound interactions on hold.

Column TOTAL_ACW_COUNT

The total number of times within the interval that the agent was in ACW state for inbound interactions that the agent received.

Column TOTAL_ALERT_DURATION

The total amount of time, in seconds, within the interval that inbound interactions alerted at the agent's DN.

Column TOTAL_DIALING_DURATION

Reserved for future use.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, within the interval that the agent spent talking to customers on inbound interactions that the agent received.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, within the interval that the agent had inbound interactions on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, within the interval that the agent was in ACW state for inbound interactions that the agent received.

Column TOTAL_RCV_CONS_RING_DURATION

The total amount of time, in seconds, within the interval that consult interactions spent ringing at the agent's DN, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_TALK_DURATION

The total amount of time, in seconds, within the interval that the agent spent talking to other agents on consult interactions where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests. This excludes time spent on hold.

Column TOTAL_RCV_CONS_TALK_COUNT

The total number of times within the interval that the agent received and answered consult interactions, where the consultations were associated with inbound interactions.

Column TOTAL_RCV_CONS_HOLD_DURATION

The total amount of time, in seconds, within the interval that consult interactions were placed on hold by the agent, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_HOLD_COUNT

The total number of times within the interval the agent placed consult interactions on hold, where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_ACW_DURATION

The total amount of time, in seconds, within the interval that the agent spent in ACW state pertaining to consult interactions the agent received where the consultations were associated with inbound interactions and the agent was the recipient of the consult requests.

Column TOTAL_RCV_CONS_ACW_COUNT

The total number of times within the interval that the agent was in ACW state pertaining to consult interactions the agent received, where the consultations were associated with inbound interactions.

Column TOTAL_LOGIN_SESSION_DURATION

The total amount of time, in seconds, of the agent's voice login session that is attributable to the interval. When the agent logs into multiple voice switches, multiple DNs, and/or multiple queues, this metric is measured from the moment the agent logs in to the first voice switch/DN/queue (if this login falls within the interval) to the moment he/she is no longer logged in to any voice switch/DN/queue (if logout falls within the interval).

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.

Table AG2_INB_V_I_SESS_STATE_HOUR

This aggregate table provides a rollup of agent session states on voice devices. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT, SM_RES_STATE_FACT, and SM_RES_SESSION_FACT tables.

This table is an interval-based table which means that counts and durations are confined to the interval in which the agent states occurred--whether the agent entered a particular state, exited the state, or was in the state for the entire duration of the interval. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and ACW states are directly dependent on the configuration of the underlying Interaction Concentrator application supplying data to Genesys Info Mart.

The same columns and column descriptions apply for the AG2_INB_V_I_SESS_STATE_SUBHR and AG2_INB_V_I_SESS_STATE_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TOTAL_LOGIN_SESSION_DURATION	int		X		
TOTAL_LOGGED_IN_DURATION	int		X		
TOTAL_READY_COUNT	int		X		
TOTAL_READY_DURATION	int		X		
TOTAL_NOT_READY_COUNT	int		X		
TOTAL_NOT_READY_DURATION	int		X		
TOTAL_BUSY_COUNT	int		X		
TOTAL_BUSY_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_INCALL_COUNT	int		X		
TOTAL_ACW_INCALL_DURATION	int		X		
TOTAL_ACW_OUTCALL_COUNT	int		X		
TOTAL_ACW_OUTCALL_DURATION	int		X		
TOTAL_NR_INCALL_COUNT	int		X		
TOTAL_NR_INCALL_DURATION	int		X		
TOTAL_NR_OUTCALL_COUNT	int		X		
TOTAL_NR_OUTCALL_DURATION	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension to which the agent belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify to a specific agent associated with the resource state.

Column GROUP_COMBINATION_KEY

The surrogate key used to join this table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the combination of groups to which the agent was a member of when the state began.

Column TOTAL_LOGIN_SESSION_DURATION

The total duration, in seconds, during this interval between the beginning and end of the login session. When an agent logs into multiple switches, multiple DNs, and/or multiple queues, this metric is measured from the moment agent logs in to the first switch/DN/queue to the moment he/she is no longer logged in to any switch/DN/queue.

Column TOTAL_LOGGED_IN_DURATION

The total duration, in seconds, within the interval that the agent was neither Ready nor Not Ready after login. The situation where an agent is neither Ready nor Not Ready usually occurs upon first login if the switch, for instance, does not force agents into a Ready state upon login.

Column TOTAL_READY_COUNT

The total number of times within the interval that the agent was in READY state.

Column TOTAL_READY_DURATION

The total amount of time, in seconds, within the interval that the agent was in READY state.

Column TOTAL_NOT_READY_COUNT

The total number of times, within the interval that the agent was in NOTREADY state.

Column TOTAL_NOT_READY_DURATION

The total amount of time, in seconds, within the interval that the agent was in NOTREADY state.

Column TOTAL_BUSY_COUNT

The total number of times within the interval that the agent was in BUSY state.

Column TOTAL_BUSY_DURATION

The total amount of time, in seconds, within the interval that the agent was in BUSY state.

Column TOTAL_ACW_COUNT

The total number of times within the interval that the agent was in AFTERCALLWORK state.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, within the interval that the agent was in AFTERCALLWORK state.

Column TOTAL_ACW_INCALL_COUNT

The total number of times within the interval that the agent was on inbound or internal interactions while in an AFTERCALLWORK state.

Column TOTAL_ACW_INCALL_DURATION

The total amount of time, in seconds, within the interval, spent by the agent handling inbound or internal interactions that were answered while the agent was in an AFTERCALLWORK state. Handling duration includes ring time, talk time, and hold time.

Column TOTAL_ACW_OUTCALL_COUNT

The total number of times, within the interval, that the agent was handling outbound or internal interactions that the agent initiated while in an AFTERCALLWORK state.

Column TOTAL_ACW_OUTCALL_DURATION

The total amount of time, in seconds, within the interval that the agent spent handling outbound or internal interactions which the agent initiated while in an AFTERCALLWORK state. Handling duration includes dial time, talk time, and hold time.

Column TOTAL_NR_INCALL_COUNT

The total number of times within the interval that the agent was handling inbound or internal interactions that were answered while the agent was in a NOTREADY state.

Column TOTAL_NR_INCALL_DURATION

The total amount of time, in seconds, within the interval spent by the agent handling inbound or internal interactions that were answered while the agent was in a NOTREADY state. Handling duration includes ring time, talk time, and hold time.

Column TOTAL_NR_OUTCALL_COUNT

The total number of times, within the interval, that the agent initiated outbound or internal interactions while in a NOTREADY state.

Column TOTAL_NR_OUTCALL_DURATION

The total amount of time, in seconds, within the interval that the agent spent handling outbound or internal interactions which the agent initiated while in a NOTREADY state. Handling duration includes dial time, talk time, and hold time.

Column SOURCE_ROW_COUNT
A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID
A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY
The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.

Table AG2_INB_V_I_STATE_RSN_HOUR

This aggregate table provides a rollup of hardware- and software-related reasons for agent states on voice devices. Rollups are derived primarily from the SM_RES_STATE_REASON_FACT and SM_RES_STATE_FACT tables.

This table is an interval-based table which means that counts and durations are confined to the interval in which reasons occur--whether the agent entered a particular state reason, exited the state reason, or was in the state reason for the entire duration of the interval. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, RESOURCE_STATE, RESOURCE_ STATE_REASON, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_I_STATE_RSN_SUBHR and AG2_INB_V_I_STATE_RSN_DAY tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day table to prevent overflow.
- The day table stores historical-only data whereas the subhour and hour tables store both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
RESOURCE_STATE_KEY	int	X	X	X	
RESOURCE_STATE_REASON_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TOTAL_STATE_RSN_COUNT	int		X		
TOTAL_STATE_RSN_DURATION	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify the tenant to which the agent belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent.

Column RESOURCE_STATE_KEY

The surrogate key used to join this table to the RESOURCE_STATE dimension to identify the resource state associated with this reason.

Column RESOURCE_STATE_REASON_KEY

The surrogate key used to join this table to the RESOURCE_STATE_REASON dimension to identify the specific reason why the resource was in the state indicated by the RESOURCE_STATE_KEY field.

Column GROUP_COMBINATION_KEY

The surrogate key used to join records in this table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the combination of groups to which the agent was a member of at the onset of the state reason.

Column TOTAL_STATE_RSN_COUNT

The total number of times within the interval that the agent was in this state and for the reason indicated for the date and time indicated.

Column TOTAL_STATE_RSN_DURATION

The total amount of time, in seconds, within the interval that the agent spent in the state and with the reason indicated by this record. For certain states (Not Ready or ACW, for instance) and if configured so (in the underlying ICON application), the duration does not cease if the agent received or placed a call while his/her DN was in that state-and-reason combination.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.

Table AG2_INB_V_QUEUE_ABN_HOUR

This aggregate table provides a rollup of inbound voice interactions that were abandoned in an ACD or virtual queue. The aggregate shows the distribution of interactions by their time-to-abandon. Aggregation is performed along the TENANT, DATE_TIME, TIME_RANGE, RESOURCE_ (the ACD or virtual queue), and RESOURCE_GROUP_COMBINATION (the groups to which the ACD or virtual queue belong when the interaction entered the ACD or virtual queue) dimensions. The combination of keys to these dimensions (excepting the TIME_RANGE dimension) uniquely identifies records in this table.

Each time an interaction is abandoned, it is placed into one of the time range buckets defined in this table according to duration recorded in the MEDIATION_SEGMENT_FACT table. Duration starts when an interaction enters the ACD or virtual queue and ends when the customer line is dropped while queued. The counts are attributed to the interval in which the interaction entered the ACD or virtual queue.

For the TOTAL_ABANDONED_RANGE#_COUNT fields, a count is tallied to the ACD or virtual queue only if the interaction is abandoned directly from the ACD or virtual queue and is not diverted to another ACD or virtual queue prior to abandonment. This means that some abandoned calls are not attributed to any ACD or virtual queue if the call, for instance, is diverted to a routing point or virtual routing point from an ACD or virtual queue prior to being abandoned. Because this is a queue-based table, interactions that abandon after being direct routed from a switch are also not reflected in this table. If the interaction enters through the ACD or virtual queue more than once prior to abandonment, the count reflects only the last entrance.

The same columns and column descriptions apply for the AG2_INB_V_QUEUE_ABN_DAY and AG2_INB_V_QUEUE_ABN_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TIME_RANGE_KEY	int	X	X	X	
TOTAL_ABANDONED_COUNT	int		X		

Code	Data Type	P	M	F	DV
TOTAL_ABANDONED_RANGE1_COUNT	int		X		
TOTAL_ABANDONED_RANGE2_COUNT	int		X		
TOTAL_ABANDONED_RANGE3_COUNT	int		X		
TOTAL_ABANDONED_RANGE4_COUNT	int		X		
TOTAL_ABANDONED_RANGE5_COUNT	int		X		
TOTAL_ABANDONED_RANGE6_COUNT	int		X		
TOTAL_ABANDONED_RANGE7_COUNT	int		X		
TOTAL_ABANDONED_RANGE8_COUNT	int		X		
TOTAL_ABANDONED_RANGE9_COUNT	int		X		
TOTAL_ABANDONED_RANGE10_COUNT	int		X		
TOTAL_ABANDONED_RANGE11_COUNT	int		X		
TOTAL_ABANDONED_RANGE12_COUNT	int		X		
TOTAL_ABANDONED_RANGE13_COUNT	int		X		
TOTAL_ABANDONED_RANGE14_COUNT	int		X		
TOTAL_ABANDONED_RANGE15_COUNT	int		X		
TOTAL_ABANDONED_RANGE16_COUNT	int		X		
TOTAL_ABANDONED_RANGE17_COUNT	int		X		
TOTAL_ABANDONED_RANGE18_COUNT	int		X		
TOTAL_ABANDONED_RANGE19_COUNT	int		X		
TOTAL_ABANDONED_RANGE20_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify the tenant to which the ACD or virtual queue belonged.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific ACD or virtual queue.

Column GROUP_COMBINATION_KEY

The surrogate key used to join records in this table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

Column TIME_RANGE_KEY

The surrogate key used to join this table to the TIME_RANGE dimension. This dimension shows how the time ranges were configured when aggregation was performed.

Column TOTAL_ABANDONED_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from the queue or virtual queue (for example, abandoned-while-ringing interactions).

Column TOTAL_ABANDONED_RANGE1_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue within the first abandon threshold (configured with the abandon-duration-range-01-thold option). If the first abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval.

Column TOTAL_ABANDONED_RANGE2_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the first and second abandon thresholds (configured with the abandon-duration-range-01-thold and abandon-duration-range-02-thold options). If the second abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the first abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE3_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the second and third abandon thresholds (configured with the abandon-duration-range-02-thold and abandon-duration-range-03-thold options). If the third abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the second abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE4_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the third and fourth abandon thresholds (configured with the abandon-duration-range-03-thold and abandon-duration-range-04-thold options). If the fourth

abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the third abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE5_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fourth and fifth abandon thresholds (configured with the abandon-duration-range-04-thold and abandon-duration-range-05-thold options). If the fifth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fourth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE6_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fifth and sixth abandon thresholds (configured with the abandon-duration-range-05-thold and abandon-duration-range-06-thold options). If the sixth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fifth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE7_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the sixth and seventh abandon thresholds (configured with the abandon-duration-range-06-thold and abandon-duration-range-07-thold options). If the seventh abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the sixth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE8_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the seventh and eighth abandon thresholds (configured with the abandon-duration-range-07-thold and abandon-duration-range-08-thold options). If the eighth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the seventh abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE9_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eighth and ninth abandon thresholds (configured with the abandon-duration-range-08-thold and abandon-duration-range-09-thold options). If the ninth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE10_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the ninth and tenth abandon thresholds (configured with the abandon-duration-range-09-thold and abandon-duration-range-10-thold options). If the tenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the ninth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE11_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the tenth and eleventh abandon thresholds (configured with the abandon-duration-range-10-thold and abandon-duration-range-11-thold options). If the eleventh abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the tenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE12_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eleventh and twelfth abandon thresholds (configured with the abandon-duration-range-11-thold and abandon-duration-range-12-thold options). If the twelfth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eleventh abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE13_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the twelfth and thirteenth abandon thresholds (configured with the abandon-duration-range-12-thold and abandon-duration-range-13-thold options). If the thirteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the twelfth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE14_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the thirteenth and fourteenth abandon thresholds (configured with the abandon-duration-range-13-thold and abandon-duration-range-14-thold options). If the fourteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the thirteenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE15_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fourteenth and fifteenth abandon thresholds (configured with the abandon-duration-range-14-thold and abandon-duration-range-15-thold options). If the fifteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fourteenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE16_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the fifteenth and sixteenth abandon thresholds (configured with the abandon-duration-range-15-thold and abandon-duration-range-16-thold options). If the sixteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the fifteenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE17_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the sixteenth and seventeenth abandon thresholds (configured with the abandon-duration-range-16-thold and abandon-duration-range-17-thold options). If the seventeenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the sixteenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE18_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the seventeenth and eighteenth abandon thresholds (configured with the abandon-duration-range-17-thold and abandon-duration-range-18-thold options). If the eighteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the seventeenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE19_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the eighteenth and nineteenth abandon thresholds (configured with the abandon-duration-range-18-thold and abandon-duration-range-19-thold options). If the nineteenth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the eighteenth abandon threshold is not configured, this metric returns 0.

Column TOTAL_ABANDONED_RANGE20_COUNT

The total number of times that inbound voice interactions were abandoned by the customer while the interaction was in the ACD or virtual queue between the nineteenth and twentieth abandon thresholds (configured with the abandon-duration-range-19-thold and abandon-duration-range-20-thold options). If the twentieth abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. If the nineteenth abandon threshold is not configured, this metric returns 0.

Column SOURCE_ROW_COUNT

The total number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.

Table AG2_INB_V_QUEUE_ANS_HOUR

This aggregate table provides a rollup of inbound voice interactions that were distributed from an ACD or virtual queue and answered by an agent. The aggregate shows the distribution of interactions by their time-to-answer. Aggregation is performed along the TENANT, DATE_TIME, TIME_RANGE, RESOURCE_ (the ACD or virtual queue), and RESOURCE_GROUP_COMBINATION (the groups to which the ACD or virtual queue belong when the interaction entered the ACD or virtual queue) dimensions. The combination of keys to these dimensions (excepting the TIME_RANGE dimension) uniquely identifies records in this table.

Each time an interaction is answered, it is placed into one of the time range buckets defined in this table according to the duration recorded in the MEDIATION_SEGMENT_FACT table. Durations in this table represent the sum of:

- Mediation duration from MEDIATION_SEGMENT_FACT and
- Ringing duration from VOICE_RES_FACT_EXT.

Counts and durations are attributed to the interval in which the interaction entered the ACD or virtual queue.

For the TOTAL_ANSWERED_RANGE#_COUNT fields, a count is tallied to the ACD or virtual queue only if the interaction is directly routed and answered from this ACD or virtual queue and is not diverted to another ACD or virtual queue prior to answering. Because this is a queue-based table, interactions that are answered after being directly routed from a switch are also not reflected in the count. If the interaction enters the ACD or virtual queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply for the AG2_INB_V_QUEUE_ANS_DAY and AG2_INB_V_QUEUE_ANS_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.

- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TIME_RANGE_KEY	int	X	X	X	
TOTAL_ANSWERED_BY_AGENT_COUNT	int		X		
TOTAL_ANSWERED_RANGE1_COUNT	int		X		
TOTAL_ANSWERED_RANGE2_COUNT	int		X		
TOTAL_ANSWERED_RANGE3_COUNT	int		X		
TOTAL_ANSWERED_RANGE4_COUNT	int		X		
TOTAL_ANSWERED_RANGE5_COUNT	int		X		
TOTAL_ANSWERED_RANGE6_COUNT	int		X		
TOTAL_ANSWERED_RANGE7_COUNT	int		X		
TOTAL_ANSWERED_RANGE8_COUNT	int		X		
TOTAL_ANSWERED_RANGE9_COUNT	int		X		
TOTAL_ANSWERED_RANGE10_COUNT	int		X		
TOTAL_ANSWERED_RANGE11_COUNT	int		X		
TOTAL_ANSWERED_RANGE12_COUNT	int		X		
TOTAL_ANSWERED_RANGE13_COUNT	int		X		
TOTAL_ANSWERED_RANGE14_COUNT	int		X		
TOTAL_ANSWERED_RANGE15_COUNT	int		X		
TOTAL_ANSWERED_RANGE16_COUNT	int		X		
TOTAL_ANSWERED_RANGE17_COUNT	int		X		
TOTAL_ANSWERED_RANGE18_COUNT	int		X		
TOTAL_ANSWERED_RANGE19_COUNT	int		X		
TOTAL_ANSWERED_RANGE20_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				

Code	Data Type	P	M	F	DV
PURGE_FLAG	numeric(1)		X		0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join records in this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the ACD or virtual queue belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific ACD or virtual queue.

Column GROUP_COMBINATION_KEY

The surrogate key used to join records in this table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

Column TIME_RANGE_KEY

The surrogate key used to join this table to the TIME_RANGE dimension. This dimension shows how the time ranges were configured when aggregation was performed.

Column TOTAL_ANSWERED_BY_AGENT_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue resource and were answered by an agent.

Column TOTAL_ANSWERED_RANGE1_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent within the first service time threshold (configured with the init-resp-duration-range-01-thold option). If the first service threshold is not configured, this metric uses no limit as the upper boundary of the service time interval.

Column TOTAL_ANSWERED_RANGE2_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the first and second service time thresholds (configured with the init-resp-duration-range-01-thold and init-resp-duration-range-02-thold options). If the second service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the first service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE3_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the second and third service time thresholds (configured with the init-resp-duration-range-02-thold and init-resp-duration-range-03-thold options). If the third service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the second service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE4_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the third and fourth service time thresholds (configured with the init-resp-duration-range-03-thold and init-resp-duration-range-04-thold options). If the fourth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the third service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE5_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fourth and fifth service time thresholds (configured with the init-resp-duration-range-04-thold and init-resp-duration-range-05-thold options). If the fifth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fourth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE6_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fifth and sixth service time thresholds (configured with the init-resp-duration-range-05-thold and init-resp-duration-range-06-thold options). If the sixth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fifth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE7_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the sixth and seventh service time thresholds (configured with the init-resp-duration-range-06-thold and init-resp-duration-range-07-thold options). If the seventh service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the sixth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE8_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the seventh and eighth service time thresholds (configured with the init-resp-duration-range-07-thold and init-resp-duration-range-08-thold options). If the eighth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the seventh service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE9_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eighth and ninth service time thresholds (configured with the init-resp-duration-range-08-thold and init-resp-duration-range-09-thold options). If the ninth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eighth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE10_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the ninth and tenth service time thresholds (configured with the init-resp-duration-range-09-thold and init-resp-duration-range-10-thold options). If the tenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the ninth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE11_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the tenth and eleventh service time thresholds (configured with the init-resp-duration-range-10-thold and init-resp-duration-range-11-thold options). If the eleventh service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the tenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE12_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eleventh and twelfth service time thresholds (configured with the init-resp-duration-range-11-thold and init-resp-duration-range-12-thold options). If the twelfth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eleventh service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE13_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the twelfth and thirteenth service time thresholds (configured with the init-resp-duration-range-12-thold and init-resp-duration-range-13-thold options). If the thirteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the twelfth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE14_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the thirteenth and fourteenth service time thresholds (configured with the init-resp-duration-range-13-thold and init-resp-duration-range-14-thold options). If the fourteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the thirteenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE15_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fourteenth and fifteenth service time thresholds (configured with the init-resp-duration-range-14-thold and init-resp-duration-range-15-thold options). If the fifteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fourteenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE16_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the fifteenth and sixteenth service time thresholds (configured with the init-resp-duration-range-15-thold and init-resp-duration-range-16-thold options). If the sixteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the fifteenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE17_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the sixteenth and seventeenth service time thresholds (configured with the init-resp-duration-range-16-thold and init-resp-duration-range-17-thold options). If the seventeenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the sixteenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE18_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the seventeenth and eighteenth service time thresholds (configured with the init-resp-duration-range-17-thold and init-resp-duration-range-18-thold options). If the eighteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the seventeenth service time threshold is not configured, this metric returns 0. .

Column TOTAL_ANSWERED_RANGE19_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the eighteenth and nineteenth service time thresholds (configured with the init-resp-duration-range-18-thold and init-resp-duration-range-19-thold options). If the nineteenth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the eighteenth service time threshold is not configured, this metric returns 0.

Column TOTAL_ANSWERED_RANGE20_COUNT

The total number of times that inbound voice interactions entered the ACD or virtual queue and were answered by an agent between the nineteenth and twentieth service time thresholds (configured with the init-resp-duration-range-19-thold and init-resp-duration-range-20-thold options). If the twentieth service time threshold is not configured, this metric uses no limit as the upper boundary of the service time interval. If the nineteenth service time threshold is not configured, this metric returns 0.

Column SOURCE_ROW_COUNT

The total number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.

Table AG2_INB_V_QUEUE_GRP_HOUR

This aggregate table provides a rollup of inbound voice interaction activities from the perspective of the queue groups that interactions enter and pass through. Rollups are derived primarily from the MEDIATION_SEGMENT_FACT and VOICE_RES_FACT_EXT tables.

This table includes three sets of measures regarding interactions that enter ACD or virtual queues belonging to queue groups; namely:

- pure inbound interactions that are cleared, diverted, abandoned, or offered to resources
- pure inbound interactions that are distributed to agents
- consult interactions that are distributed to agents, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which interactions entered ACD or virtual queues belonging to the queue group. Group membership is determined at the moment the interaction enters the queue. If the ACD or virtual queue belongs to more than one group, then the measures are attributed to each group that the ACD or virtual queue was a member of when the interactions entered the ACD or virtual queues.

Counts and durations of interactions that are queued for consultation are excluded from all but the TOTAL_AGENT_CONS_RCV_* measures.

Aggregation is performed along the TENANT, DATE_TIME, and GROUP_ dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_QUEUE_GRP_DAY and AG2_INB_V_QUEUE_GRP_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
GROUP_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
TOTAL_ABANDONED_COUNT	int		X		
TOTAL_SHORT_ABANDONED_COUNT	int		X		
TOTAL_DISTRIBUTED_COUNT	int		X		
TOTAL_DIVERTED_COUNT	int		X		
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ANSWERED_BY_AGENT_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_REDIRECTED_COUNT	int		X		
TOTAL_ROUTED_OTHER_COUNT	int		X		
TOTAL_TIME_TO_DISTRIB_DURATION	int		X		
MAX_TIME_TO_DISTRIB_DURATION	int		X		
TOTAL_TIME_TO_DIVERT_DURATION	int		X		
MAX_TIME_TO_DIVERT_DURATION	int		X		
TOTAL_TIME_TO_ANSWER_DURATION	int		X		
MAX_TIME_TO_ANSWER_DURATION	int		X		
TOTAL_TIME_TO_ABANDON_DURATION	int		X		

Code	Data Type	P	M	F	DV
MAX_TIME_TO_ABANDON_DURATION	int		X		
TOTAL_TIME_TO_S_ABN_DURATION	int		X		
TOTAL_ANS_THRSHLD_COUNT	int		X		
TOTAL_ANS_AGENT_THRSHLD_COUNT	int		X		
TOTAL_AGENT_RING_DURATION	int		X		
TOTAL_AGENT_TALK_DURATION	int		X		
TOTAL_AGENT_TALK_COUNT	int		X		
TOTAL_AGENT_HOLD_DURATION	int		X		
TOTAL_AGENT_HOLD_COUNT	int		X		
TOTAL_AGENT_ACW_DURATION	int		X		
TOTAL_AGENT_ACW_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_RNG_DUR	int		X		
TOTAL_AGENT_CONS_RCV_TLK_DUR	int		X		
TOTAL_AGENT_CONS_RCV_TLK_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_HLD_DUR	int		X		
TOTAL_AGENT_CONS_RCV_HLD_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_ACW_DUR	int		X		
TOTAL_AGENT_CONS_RCV_ACW_COUNT	int		X		
TOTAL_AGENT_XFER_INIT_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the queue group belongs.

Column GROUP_KEY

The surrogate key used to join this table to the GROUP_ dimension to identify the specific queue group to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

Column TOTAL_ENTERED_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group. If interaction entered the ACD or virtual queues more than once, each entrance is counted separately.

Column TOTAL_ABANDONED_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to this queue group and were subsequently abandoned by the customer. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from ACD or virtual queues.

Column TOTAL_SHORT_ABANDONED_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group and were abandoned inside a specific threshold defined by the q-short-abandoned-threshold-voice configuration option.

Column TOTAL_DISTRIBUTED_COUNT

The total number of times that inbound interactions were distributed from ACD or virtual queues belonging to this queue group. Distribution includes interactions that were:

- Distributed to another ACD or virtual queue
- Distributed to an unmonitored resource
- Answered
- Redirected upon no answer or
- Abandoned by the customer while ringing at an agent's DN

This measure excludes distributed consult interactions.

Column TOTAL_DIVERTED_COUNT

The total number of times that inbound interactions were cleared from virtual queues belonging to the queue group. Clearing involves any of the following:

- Distribution from a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that were determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS Clear Targets function.

Clearing excludes:

- Interactions that the customer abandoned while the interactions were still queued.
- Interactions that were distributed from the virtual queue.

Column TOTAL_ANSWERED_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by resources (including agents, voice treatment ports, IVR ports, and non-agent associated DNs).

Column TOTAL_ANSWERED_BY_AGENT_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agent resources.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to this queue group, were abandoned by the customer while the interactions were ringing at the targets' DNs. If interactions enter ACD or virtual queues more than once prior to abandonment, this measure reflects only the last entrance.

Column TOTAL_REDIRECTED_COUNT

The total number of times that inbound interactions entered ACD or virtual queues belonging to the queue group, rang at a routing target, and were subsequently redirected upon no answer.

Column TOTAL_ROUTED_OTHER_COUNT

The total number of inbound interactions that entered ACD or virtual queues belonging to the queue group and were subsequently routed to either other ACD or virtual queues or to unmonitored resources.

Column TOTAL_TIME_TO_DISTRIB_DURATION

The total amount of time, in seconds, that customers waited before their calls were distributed from the ACD or virtual queue belonging to the queue group. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent’s DN.

Column MAX_TIME_TO_DISTRIB_DURATION

The maximum amount of time, in seconds, that a customer waited before their call was distributed from the ACD or virtual queue belonging to the queue group. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent’s DN.

Column TOTAL_TIME_TO_DIVERT_DURATION

The total amount of time, in seconds, that customers waited before their calls were cleared from the virtual queue queue belonging to the queue group. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

Column MAX_TIME_TO_DIVERT_DURATION

The maximum amount of time, in seconds, that a customer waited before their call was cleared from the virtual queue queue belonging to the queue group. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

Column TOTAL_TIME_TO_ANSWER_DURATION

The total amount of time, in seconds, that customers waited before their calls, distributed from ACD or virtual queues belonging to the queue group, were answered by contact center resources. Duration starts when an inbound interaction enters an ACD or virtual queue and ends when the interaction is answered by the target resource. This duration includes ring time.

Column MAX_TIME_TO_ANSWER_DURATION

The longest amount of time, in seconds, that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, spent queued and/or ringing at the targets' DNs before the interactions were answered by the target resource (including agents, voice treatment ports, IVR ports, and non-agent-associated DNs).

Column TOTAL_TIME_TO_ABANDON_DURATION

The total amount of time, in seconds, that customers waited in queue before hanging up. The duration starts from the moment an inbound interaction enters an ACD or virtual queue belonging to this queue group and ends when the customer line is dropped. The measurement includes short and standard abandoned interactions but excludes interactions that were abandoned following distribution from ACD or virtual queues belonging to the queue group.

Column MAX_TIME_TO_ABANDON_DURATION

The longest wait time, in seconds, before inbound interactions were abandoned by customers while the interactions were queued at ACD or virtual queues belonging to the queue group. The duration starts from the moment that an inbound interaction enters an ACD or virtual queue belonging to the queue group and ends when the customer line is dropped. Inbound interactions that were abandoned while queued for consultation are excluded from consideration.

Column TOTAL_TIME_TO_S_ABN_DURATION

The total amount of time, in seconds, inside the threshold defined by the q-short-abandoned-threshold-voice configuration option that inbound interactions were queued in ACD or virtual queues belonging to the queue group before they were abandoned. The duration starts from the moment an inbound interaction enters an ACD or virtual queue belonging to the queue group and ends when the customer hangs up.

Column TOTAL_ANS_THRSHLD_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered within the threshold defined by the q-answer-threshold-voice configuration option. If the interaction entered the ACD or virtual queues more than once prior to being distributed, this count reflects only the last entrance.

Column TOTAL_ANS_AGENT_THRSHLD_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agents within the threshold defined by the q-answer-threshold-voice configuration option.

Column TOTAL_AGENT_RING_DURATION

The total amount of time, in seconds, that inbound interactions spent ringing at the agents' DNs after having been distributed from ACD or virtual queues belonging to this queue group.

Column TOTAL_AGENT_TALK_DURATION

The total amount of time, in seconds, that agents spent talking to customers on inbound interactions distributed from ACD or virtual queues belonging to the queue group.

Column TOTAL_AGENT_TALK_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were answered by agents.

Column TOTAL_AGENT_HOLD_DURATION

The total amount of time, in seconds, that agents had inbound interactions, distributed from ACD or virtual queues belonging to this queue group, on hold.

Column TOTAL_AGENT_HOLD_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were placed on hold by agents. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Column TOTAL_AGENT_ACW_DURATION

The total amount of time, in seconds, that agents spent performing after call work for inbound interactions distributed directly from ACD or virtual queues belonging to the queue group.

Column TOTAL_AGENT_ACW_COUNT

The total number of times that agents entered ACW state upon handling inbound interactions that were distributed from ACD or virtual queues belonging to the queue group.

Column TOTAL_AGENT_CONS_RCV_RNG_DUR

The total amount of time, in seconds, that consult interactions, distributed from ACD or virtual queues belonging to this queue group, spent ringing at agents' DNs, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_TLK_DUR

The total amount of time, in seconds, that agents spent talking to other agents on consult interactions, distributed from ACD or virtual queues belonging to the queue group, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_TLK_COUNT

The total number of times that agents received consult interactions, distributed from ACD or virtual queues belonging to the queue group, where the consultations were associated with inbound interactions.

Column TOTAL_AGENT_CONS_RCV_HLD_DUR

The total amount of time, in seconds, that consult interactions, distributed from ACD or virtual queues belonging to the queue group, were placed on hold by agents, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_HLD_COUNT

The total number of times that agents placed consult interactions, distributed from ACD or virtual queues belonging to the queue group, on hold where the consultations were associated with inbound interactions and the agents were the recipients of consult requests. This measure attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent. This metric excludes instances where interactions are placed on hold for initiated consultations.

Column TOTAL_AGENT_CONS_RCV_ACW_DUR

The total amount of time, in seconds, that agents spent in ACW state pertaining to consult interactions that were distributed from ACD or virtual queues belonging to the queue group. Consultations must be associated with inbound interactions and the agents must be the recipients of the requests for consultation.

Column TOTAL_AGENT_CONS_RCV_ACW_COUNT

The total number of times that agents entered ACW state pertaining to consult interactions that were distributed from ACD or virtual queues belonging to the queue group and that the agents received, where the consultations were associated with inbound interactions.

Column TOTAL_AGENT_XFER_INIT_COUNT

The total number of times that inbound interactions, distributed from ACD or virtual queues belonging to the queue group, were transferred by agents.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Q_Group	Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.

Table AG2_INB_V_QUEUE_HOUR

This aggregate table provides a rollup of inbound voice interaction activities from the perspective of the ACD or virtual queues that interactions enter and pass through. Rollups are derived primarily from the MEDIATION_SEGMENT_FACT and VOICE_RES_FACT_EXT tables.

This table includes three sets of measures regarding interactions that enter ACD or virtual queues; namely:

- pure inbound interactions that are cleared, diverted, abandoned, or offered to resources
- pure inbound interactions that are distributed to agents
- consult interactions that are distributed to agents, where the consultations are associated with inbound interactions

Counts and durations are attributed to the interval in which the interaction entered the ACD or virtual queue.

Counts and durations of interactions that are queued for consultation are excluded from all but the TOTAL_AGENT_CONS_RCV_* measures.

Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_INB_V_QUEUE_DAY and AG2_INB_V_QUEUE_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
TOTAL_ABANDONED_COUNT	int		X		
TOTAL_SHORT_ABANDONED_COUNT	int		X		
TOTAL_DISTRIBUTED_COUNT	int		X		
TOTAL_DIVERTED_COUNT	int		X		
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ANSWERED_BY_AGENT_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_REDIRECTED_COUNT	int		X		
TOTAL_ROUTED_OTHER_COUNT	int		X		
TOTAL_TIME_TO_DISTRIB_DURATION	int		X		
MAX_TIME_TO_DISTRIB_DURATION	int		X		
TOTAL_TIME_TO_DIVERT_DURATION	int		X		
MAX_TIME_TO_DIVERT_DURATION	int		X		
TOTAL_TIME_TO_ANSWER_DURATION	int		X		
MAX_TIME_TO_ANSWER_DURATION	int		X		
TOTAL_TIME_TO_ABANDON_DURATION	int		X		
MAX_TIME_TO_ABANDON_DURATION	int		X		
TOTAL_TIME_TO_S_ABN_DURATION	int		X		
TOTAL_ANS_THRSHLD_COUNT	int		X		
TOTAL_ANS_AGENT_THRSHLD_COUNT	int		X		
TOTAL_AGENT_RING_DURATION	int		X		
TOTAL_AGENT_TALK_DURATION	int		X		
TOTAL_AGENT_TALK_COUNT	int		X		

Code	Data Type	P	M	F	DV
TOTAL_AGENT_HOLD_DURATION	int		X		
TOTAL_AGENT_HOLD_COUNT	int		X		
TOTAL_AGENT_ACW_DURATION	int		X		
TOTAL_AGENT_ACW_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_RNG_DUR	int		X		
TOTAL_AGENT_CONS_RCV_TLK_DUR	int		X		
TOTAL_AGENT_CONS_RCV_TLK_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_HLD_DUR	int		X		
TOTAL_AGENT_CONS_RCV_HLD_COUNT	int		X		
TOTAL_AGENT_CONS_RCV_ACW_DUR	int		X		
TOTAL_AGENT_CONS_RCV_ACW_COUNT	int		X		
TOTAL_AGENT_XFER_INIT_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the ACD or virtual queue belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific ACD or virtual queue.

Column GROUP_COMBINATION_KEY

The surrogate key used to join this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups to which the ACD or virtual queue was a member of when the interaction entered the ACD or virtual queue.

Column TOTAL_ENTERED_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue. If interactions entered the ACD or virtual queue more than once, each entrance is counted separately.

Column TOTAL_ABANDONED_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue and were subsequently abandoned by the customer. The count includes short abandoned interactions and excludes interactions that were abandoned following distribution from the ACD or virtual queue.

Column TOTAL_SHORT_ABANDONED_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue and were abandoned inside a specific threshold defined by the q-short-abandoned-threshold-voice configuration option.

Column TOTAL_DISTRIBUTED_COUNT

The total number of times that inbound interactions were distributed from the ACD or virtual queue. Distribution includes interactions that were:

- Distributed to another ACD or virtual queue
- Distributed to an unmonitored resource
- Answered
- Redirected upon no answer or
- Abandoned by the customer while ringing at an agent's DN

This measure excludes distributed consult interactions.

Column TOTAL_DIVERTED_COUNT

The total number of times that inbound interactions were cleared from the virtual queue. Clearing involves any of the following:

- Distribution from a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that were determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS Clear Targets function.

Clearing excludes:

- Interactions that the customer abandoned while the interactions were still queued.
- Interactions that were distributed from the virtual queue.

Column TOTAL_ANSWERED_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by resources (including agents, voice treatment ports, IVR ports, and non-agent associated DNs).

Column TOTAL_ANSWERED_BY_AGENT_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agent resources.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were abandoned by the customer while the interactions were ringing at the targets' DNs. If interactions enter the ACD or virtual queue more than once prior to abandonment, this measure reflects only the last entrance.

Column TOTAL_REDIRECTED_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue, rang at a routing target, and were subsequently redirected upon no answer.

Column TOTAL_ROUTED_OTHER_COUNT

The total number of times that inbound interactions entered the ACD or virtual queue and were subsequently routed to either other ACD or virtual queues or to unmonitored resources.

Column TOTAL_TIME_TO_DISTRIB_DURATION

The total amount of time, in seconds, that customers waited before their calls were distributed from the ACD or virtual queue. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent’s DN.

Column MAX_TIME_TO_DISTRIB_DURATION

The maximum amount of time, in seconds, that a customer waited before their call was distributed from the ACD or virtual queue. Duration starts when an inbound interaction enters the ACD or virtual queue and ends when the interaction is distributed from the ACD or virtual queue. This duration does not include the duration of the target resource, such as a subsequent queue, or agent’s DN.

Column TOTAL_TIME_TO_DIVERT_DURATION

The total amount of time, in seconds, that customers waited before their calls were cleared from the virtual queue. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

Column MAX_TIME_TO_DIVERT_DURATION

The maximum amount of time, in seconds, that a customer waited before their call was cleared from the virtual queue. Duration starts when an inbound interaction enters the virtual queue and ends when the interaction is cleared from the virtual queue.

Column TOTAL_TIME_TO_ANSWER_DURATION

The total amount of time, in seconds, that customers waited before their calls, distributed from the ACD or virtual queue, were answered by contact center resources. Duration starts when an inbound interaction

enters the ACD or virtual queue and ends when the interaction is answered by the target resource. This duration includes ring time.

Column MAX_TIME_TO_ANSWER_DURATION

The longest amount of time, in seconds, that inbound interactions, distributed from the ACD or virtual queue, spent queued and or ringing at the targets' DNs before the interactions were answered by the target resource (including agents, voice treatment ports, IVR ports, and non-agent-associated DNs).

Column TOTAL_TIME_TO_ABANDON_DURATION

The total amount of time, in seconds, that customers waited in queue before hanging up. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer line is dropped. The measurement includes short and standard abandoned interactions but excludes interactions that were abandoned following distribution from the ACD or virtual queue.

Column MAX_TIME_TO_ABANDON_DURATION

The longest wait time, in seconds, before inbound interactions were abandoned by customers while the interactions were queued at the ACD or virtual queue. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer line is dropped. Inbound interactions that were abandoned while queued for consultation are excluded from consideration.

Column TOTAL_TIME_TO_S_ABN_DURATION

The total amount of time, in seconds, inside the threshold defined by the q-short-abandoned-threshold-voice configuration option that inbound interactions were queued in the ACD or virtual queue before they were abandoned. The duration starts from the moment an inbound interaction enters the ACD or virtual queue and ends when the customer hangs up.

Column TOTAL_ANS_THRSHLD_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered within the threshold defined by the q-answer-threshold-voice configuration option. If the interaction entered the ACD or virtual queue more than once prior to being distributed, this count reflects only the last entrance.

Column TOTAL_ANS_AGENT_THRSHLD_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agents within the threshold defined by the q-answer-threshold-voice configuration option.

Column TOTAL_AGENT_RING_DURATION

The total amount of time, in seconds, that inbound interactions spent ringing at the agents' DNs after having been distributed from the ACD or virtual queue.

Column TOTAL_AGENT_TALK_DURATION

The total amount of time, in seconds, that agents spent talking to customers on inbound interactions distributed from the ACD or virtual queue.

Column TOTAL_AGENT_TALK_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were answered by agents.

Column TOTAL_AGENT_HOLD_DURATION

The total amount of time, in seconds, that agents had inbound interactions, distributed from the ACD or virtual queue, on hold.

Column TOTAL_AGENT_HOLD_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were placed on hold by agents. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Column TOTAL_AGENT_ACW_DURATION

The total amount of time, in seconds, that agents spent performing after call work for inbound interactions distributed directly from the ACD or virtual queue.

Column TOTAL_AGENT_ACW_COUNT

The total number of times that agents entered ACW state upon handling inbound calls that were distributed from the ACD or virtual queue.

Column TOTAL_AGENT_CONS_RCV_RNG_DUR

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, spent ringing at agents' DNs, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_TLK_DUR

The total amount of time, in seconds, that agents spent talking to other agents on consult interactions, distributed from the ACD or virtual queue, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_TLK_COUNT

The total number of times that agents received consult interactions, distributed from the ACD or virtual queue, where the consultations were associated with inbound interactions.

Column TOTAL_AGENT_CONS_RCV_HLD_DUR

The total amount of time, in seconds, that consult interactions, distributed from the ACD or virtual queue, were placed on hold by agents, where the consultations were associated with inbound interactions and the agents were the recipients of the consult requests.

Column TOTAL_AGENT_CONS_RCV_HLD_COUNT

The total number of times that agents placed consult interactions, distributed from the ACD or virtual queue, on hold where the consultations were associated with inbound interactions and the agents were the recipients of consult requests. This measure attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent. This metric excludes instances where interactions are placed on hold for initiated consultations.

Column TOTAL_AGENT_CONS_RCV_ACW_DUR

The total amount of time, in seconds, that agents spent in ACW state pertaining to consult interactions that were distributed from the ACD or virtual queue. Consultations must be associated with inbound interactions and the agents must be the recipients of the requests for consultation.

Column TOTAL_AGENT_CONS_RCV_ACW_COUNT

The total number of times that agents entered ACW state pertaining to consult interactions, distributed from the ACD or virtual queue, that the agents received, where the consultations were associated with inbound interactions.

Column TOTAL_AGENT_XFER_INIT_COUNT

The total number of times that inbound interactions, distributed from the ACD or virtual queue, were transferred by agents.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.

Table AG2_OUT_V_IXN_AGENT_GRP_HOUR

This aggregate table provides an agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables.

This table includes a set of measures regarding interactions that are assigned a business attribute, and initiated by or distributed to members of agent groups; namely, measures for outbound and internal interactions. It does not include measures for initiated or received consult interactions, where the consultations are associated with outbound or internal interactions.

Counts and durations are attributed to the interval in which the agent group member initiated or was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions initiated or received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, GROUP_, INTERACTION_DESCRIPTOR and INTERACTION_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_OUT_V_IXN_AGENT_GRP_DAY and AG2_OUT_V_IXN_AGENT_GRP_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
GROUP_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_RONA_COUNT	int		X		
TOTAL_RING_DURATION	int		X		
TOTAL_SHORT_TALK_COUNT	int		X		
TOTAL_DIAL_COUNT	int		X		
TOTAL_DIAL_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent group belongs.

Column GROUP_KEY

The surrogate key used to join this table to the GROUP_ dimension to identify the specific group to which the agent belonged when the agent initiated or was offered the interaction.

Column INTERACTION_TYPE_KEY

The surrogate key used to join this table to the INTERACTION_TYPE dimension to identify the interaction type as outbound or internal.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

Column TOTAL_ANSWERED_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were answered by agents belonging to this agent group.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were abandoned while ringing at DNs belonging to agents from this agent group.

Column TOTAL_RONA_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, rang at DNs belonging to agents from this agent group, were not answered, and were subsequently redirected to another resource.

Column TOTAL_RING_DURATION

The total amount of time, in seconds, that outbound or internal interactions, assigned this business attribute, rang at agents' DNs, where the agents were a member of this agent group.

Column TOTAL_SHORT_TALK_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were initiated or answered by agents belonging to this agent group, and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

Column TOTAL_DIAL_COUNT

The total number of times that agents belonging to this agent group initiated outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

Column TOTAL_DIAL_DURATION

The total amount of time, in seconds, that agents belonging to this agent group spent initiating outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that agents belonging to this agent group spent talking on outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

Column TOTAL_TALK_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were established or answered by agents belonging to this agent group

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, that agents belonging to this agent group had outbound or internal interactions, assigned this business attribute, on hold.

Column TOTAL_HOLD_COUNT

The total number of times that agent belonging to this agent group placed outbound or internal interactions, assigned this business attribute, on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, that agents associated with this agent group were in ACW state for outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

Column TOTAL_ACW_COUNT

The total number of times agents belonging to this agent group entered ACW state for outbound or internal interactions, assigned this business attribute, that those agents initiated or received.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Table AG2_OUT_V_IXN_AGENT_HOUR

This aggregate table provides a rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables.

This table includes a set of measures regarding interactions that are assigned business attributes and initiated by or distributed to agents; namely, measures for outbound and internal interactions. It does not contain measures for initiated or received consult interactions, where the consultation is associated with an outbound or internal interaction.

Counts and durations are attributed to the interval in which the agent initiated or was offered the interaction.

Interactions occurring at DNs which have no associated agent are excluded from this table as are the interactions initiated or received by unmonitored agents. No consideration is made as to whether interactions were distributed from a mediation DN or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, RESOURCE_GROUP_COMBINATION, INTERACTION_DESCRIPTOR and INTERACTION_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply for the AG2_OUT_V_IXN_AGENT_DAY and AG2_OUT_V_IXN_AGENT_MONTH tables with the following exceptions:

- Data types for fields storing count and duration measures are larger in the day and month tables to prevent overflow.
- The day and month tables store historical-only data whereas the hour table stores both intraday and historical data.

Column List

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X	X	

Code	Data Type	P	M	F	DV
RESOURCE_KEY	int	X	X	X	
GROUP_COMBINATION_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ABANDONED_RINGING_COUNT	int		X		
TOTAL_RONA_COUNT	int		X		
TOTAL_RING_DURATION	int		X		
TOTAL_SHORT_TALK_COUNT	int		X		
TOTAL_DIAL_COUNT	int		X		
TOTAL_DIAL_DURATION	int		X		
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_COUNT	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_COUNT	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int				
UPDATE_AUDIT_KEY	int				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				0

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join this table to the DATE_TIME dimension using the standard tenant time zone. This record identifies the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent.

Column GROUP_COMBINATION_KEY

The surrogate key used to join records in this table to the RESOURCE_GROUP_COMBINATION dimension to identify a specific combination of agent groups to which the agent was a member when the agent initiated or was offered the interaction.

Column INTERACTION_TYPE_KEY

The surrogate key used to join this table to the INTERACTION_TYPE dimension to identify the interaction type as outbound or internal.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join this table to the INTERACTION_DESCRIPTOR dimension to identify the business attribute, if any, assigned to the interaction.

Column TOTAL_ANSWERED_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were answered by the agent.

Column TOTAL_ABANDONED_RINGING_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were abandoned while ringing at a DN belonging to the agent.

Column TOTAL_RONA_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, rang at a DN belonging to the agent, were not answered by that agent, and were subsequently redirected to another resource.

Column TOTAL_RING_DURATION

The total amount of time, in seconds, that outbound or internal interactions, assigned this business attribute, rang at the agent's DN.

Column TOTAL_SHORT_TALK_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were initiated or answered by an agent and released or transferred within the threshold defined by the GIM application option 'short-talk-threshold'.

Column TOTAL_DIAL_COUNT

The total number of times that the agent initiated outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

Column TOTAL_DIAL_DURATION

The total amount of time, in seconds, that the agent spent initiating outbound or internal interactions, assigned this business attribute, regardless of whether the outbound or internal interactions were answered.

Column TOTAL_TALK_DURATION

The total amount of time, in seconds, that the agent spent talking on outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

Column TOTAL_TALK_COUNT

The total number of times that outbound or internal interactions, assigned this business attribute, were established or answered by the agent.

Column TOTAL_HOLD_DURATION

The total amount of time, in seconds, that the agent had outbound or internal interactions, assigned this business attribute, on hold.

Column TOTAL_HOLD_COUNT

The total number of times that the agent placed outbound or internal interactions, assigned this business attribute, on hold.

Column TOTAL_ACW_DURATION

The total amount of time, in seconds, that the agent was in ACW state for outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

Column TOTAL_ACW_COUNT

The total number of times the agent entered ACW state for outbound or internal interactions, assigned this business attribute, that the agent initiated or received.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.

Table AGGREGATE_CTRL_HOUR

This table stores control and audit information about hour-level aggregates for all aggregate tables. Except where noted, the same columns and column descriptions apply for the AGGREGATE_CTRL_SUBHOUR, AGGREGATE_CTRL_DAY, and AGGREGATE_CTRL_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
BATCH_ID	int	X	X		
TIME_SLICE	int	X	X		
TENANT_KEY	int	X	X	X	
TABLE_NAME	varchar(64)	X	X		
SOURCE_ROW_COUNT	int				
BEGIN_STD_TENANT_DATE_KEY	int		X	X	
BEGIN_STD_TENANT_DATE_TIME_KEY	int			X	
BEGIN_TOD_HOUR	int				
BEGIN_STD_TENANT_START_TIME	datetime				
BEGIN_GMT_START_TIME	datetime				
END_STD_TENANT_DATE_KEY	int		X	X	
END_STD_TENANT_DATE_TIME_KEY	int			X	
END_TOD_HOUR	int				
END_STD_TENANT_START_TIME	datetime				
END_GMT_START_TIME	datetime				
LAST_LOAD_TIME	datetime				

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column TIME_SLICE

Within a single BATCH_ID, the value of this field represents the numbered time interval of data aggregated by a single execution of the aggregate query for this table.

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column TABLE_NAME

The name of the aggregate table.

Column SOURCE_ROW_COUNT

The number of source rows that contributed to this aggregate.

Column BEGIN_STD_TENANT_DATE_KEY

The tenant date surrogate key representing the earliest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

Column BEGIN_STD_TENANT_DATE_TIME_KEY

The surrogate key to the DATE_TIME dimension representing the earliest start time, in standard tenant time zone, of detailed data included in this aggregation batch.

Column BEGIN_TOD_HOUR

The earliest hour interval of the day, in the standard tenant time zone, of detailed data included in this aggregation batch. This field is not present in the AGGREGATE_CTRL_DAY or AGGREGATE_CTRL_MONTH tables.

Column BEGIN_STD_TENANT_START_TIME

The earliest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

Column BEGIN_GMT_START_TIME

The earliest start GMT-equivalent time of detailed data included in this aggregation batch. This field is not present in the AGGREGATE_CTRL_DAY or AGGREGATE_CTRL_MONTH tables.

Column END_STD_TENANT_DATE_KEY

The tenant date surrogate key representing the latest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

Column END_STD_TENANT_DATE_TIME_KEY

The surrogate key to the DATE_TIME dimension representing the latest start time, in standard tenant time zone, of detailed data included in this aggregation batch.

Column END_TOD_HOUR

The latest hour interval of the day, in the standard tenant time zone, of detailed data included in this aggregation batch.

Column END_STD_TENANT_START_TIME

The latest start time, in the standard tenant time zone, of detailed data included in this aggregation batch.

Column END_GMT_START_TIME

The latest start GMT-equivalent time of detailed data included in this aggregation batch. This field is not present in the AGGREGATE_CTRL_DAY or AGGREGATE_CTRL_MONTH tables.

Column LAST_LOAD_TIME

The GMT-equivalent time of the latest load of detailed data into the principal fact table on which the aggregate is based. This field is not present in the AGGREGATE_CTRL_MONTH table.

Subject Areas

Code	Comment
Aggregate_Control	Represents control and audit information for summary data tables.

Table AG_AGENT_VOICE_IXN_HOUR

This aggregate table provides a rollup of agent activity by call type. Aggregation is performed along the TENANT, TENANT_DATE, HOUR, RESOURCE_, and media Resource (extension) dimensions.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
MEDIA_RESOURCE_KEY	int	X	X	X	
TOTAL_INTERNAL_HANDLED_COUNT	int		X		
TOTAL_INTERNAL_DIAL_DURATION	int		X		
TOTAL_INTERNAL_RING_DURATION	int		X		

Code	Data Type	P	M	F	DV
TOTAL_INTERNAL_TALK_DURATION	int		X		
TOTAL_INTERNAL_HOLD_DURATION	int		X		
TOTAL_INTERNAL_ACW_DURATION	int		X		
TOTAL_INBOUND_HANDLED_COUNT	int		X		
TOTAL_INBOUND_RING_DURATION	int		X		
TOTAL_INBOUND_TALK_DURATION	int		X		
TOTAL_INBOUND_HOLD_DURATION	int		X		
TOTAL_INBOUND_ACW_DURATION	int		X		
TOTAL_OUTBOUND_HANDLED_COUNT	int		X		
TOTAL_OUTBOUND_DIAL_DURATION	int		X		
TOTAL_OUTBOUND_RING_DURATION	int		X		
TOTAL_OUTBOUND_TALK_DURATION	int		X		
TOTAL_OUTBOUND_HOLD_DURATION	int		X		
TOTAL_OUTBOUND_ACW_DURATION	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables. This field is not present in the AG_AGENT_VOICE_IXN_MONTH table.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_AGENT_VOICE_IXN_DAY or AG_AGENT_VOICE_IXN_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_AGENT_VOICE_IXN_HOUR or AG_AGENT_VOICE_IXN_DAY tables.

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column TOTAL_INTERNAL_HANDLED_COUNT

The total number of voice interactions of type internal that were handled by a resource.

Column TOTAL_INTERNAL_DIAL_DURATION

The total dial time, in seconds, of internal voice interactions that are handled by a resource.

Column TOTAL_INTERNAL_RING_DURATION

The total ring time, in seconds, of internal voice interactions that are handled by a resource.

Column TOTAL_INTERNAL_TALK_DURATION

The total talk time, in seconds, of internal voice interactions that are handled by a resource.

Column TOTAL_INTERNAL_HOLD_DURATION

The total hold time, in seconds, of internal voice interactions that are handled by a resource.

Column TOTAL_INTERNAL_ACW_DURATION

The total after call work time, in seconds, of internal voice interactions that are handled by a resource.

Column TOTAL_INBOUND_HANDLED_COUNT

The total number voice interactions of type inbound that were handled by a resource.

Column TOTAL_INBOUND_RING_DURATION

The total ring time, in seconds, of inbound voice interactions that are handled by a resource.

Column TOTAL_INBOUND_TALK_DURATION

The total talk time, in seconds, of inbound voice interactions that are handled by a resource.

Column TOTAL_INBOUND_HOLD_DURATION
The total hold time, in seconds, of inbound voice interactions that are handled by a resource.

Column TOTAL_INBOUND_ACW_DURATION
The total after call work time, in seconds, of inbound voice interactions that are handled by a resource.

Column TOTAL_OUTBOUND_HANDLED_COUNT
The total number of voice interactions of type outbound that are handled by a resource.

Column TOTAL_OUTBOUND_DIAL_DURATION
The total dial time, in seconds, of outbound voice interactions that are handled by a resource.

Column TOTAL_OUTBOUND_RING_DURATION
The total ring time, in seconds, of outbound voice interactions that are handled by a resource.

Column TOTAL_OUTBOUND_TALK_DURATION
The total talk time, in seconds, of outbound voice interactions that are handled by a resource.

Column TOTAL_OUTBOUND_HOLD_DURATION
The total hold time, in seconds, of outbound voice interactions that are handled by a resource.

Column TOTAL_OUTBOUND_ACW_DURATION
The total after call work time, in seconds, of outbound voice interactions that are handled by a resource.

Column SOURCE_ROW_COUNT
A count of the number of detail rows used to derive the aggregate

Column BATCH_ID
A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged
0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_AVIH_1	X	Improves access time based on Tenant, Standard Tenant Time Span, Resource and Media Resource.

Index - IDX_AVIH_1

Name	Sort
TENANT_KEY	Ascending
STD_TENANT_TIME_SPAN	Ascending
RESOURCE_KEY	Ascending
MEDIA_RESOURCE_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Agent_Task	Represents summary information about agent activity.

Table AG_SKILL_GROUP_ABN_HOUR

This aggregate table provides a rollup of abandoned inbound voice interaction counts. Aggregation is performed along the TENANT, TENANT_DATE, HOUR, GROUP, and REQUESTED_SKILL dimensions. Except where noted, the same column and column descriptions apply for the AG_SKILL_GROUP_ABN_DAY and AG_SKILL_GROUP_ABN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	

Code	Data Type	P	M	F	DV
REQUESTED_SKILL_KEY	int	X	X	X	
TOTAL_IXN_ABANDONED_COUNT	int		X		
TOTAL_BEFORE_ABANDON_DURATION	int		X		
TOTAL_ABN_RANGE_1_COUNT	int		X		
TOTAL_ABN_RANGE_2_COUNT	int		X		
TOTAL_ABN_RANGE_3_COUNT	int		X		
TOTAL_ABN_RANGE_4_COUNT	int		X		
MAX_BEFORE_ABANDON_DURATION	int		X		
TIME_RANGE_KEY	int			X	
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_SKILL_GROUP_ABN_DAY or AG_SKILL_GROUP_ABN_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_SKILL_GROUP_ABN_HOUR or AG_SKILL_GROUP_ABN_DAY tables.

Column GROUP_KEY

The surrogate key used to join the GROUP_ dimension to the aggregate tables.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column TOTAL_IXN_ABANDONED_COUNT

The total number of times that interactions abandoned.

Column TOTAL_BEFORE_ABANDON_DURATION

The total Duration Before Abandon, in seconds, for all abandoned interactions.

Column TOTAL_ABN_RANGE_1_COUNT

The total number of interactions that were abandoned within the first configured time range.

Column TOTAL_ABN_RANGE_2_COUNT

The total number of interactions that were abandoned within the second configured time range.

Column TOTAL_ABN_RANGE_3_COUNT

The total number of interactions that were abandoned within the third configured time range.

Column TOTAL_ABN_RANGE_4_COUNT

The total number of interactions that were abandoned within the fourth configured time range.

Column MAX_BEFORE_ABANDON_DURATION

The maximum duration, in seconds, before abandon for any abandoned interactions.

Column TIME_RANGE_KEY

The primary key of the TIME_RANGE table.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID
A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_SGAH_1	X	Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination and Tenant.

Index - IDX_SGAH_1

Name	Sort
STD_TENANT_TIME_SPAN	Ascending
GROUP KEY	Ascending
REQUESTED_SKILL_KEY	Ascending
TENANT_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.

Table AG_SKILL_GROUP_HOUR

This aggregate table provides a rollup of interaction counts. Aggregation is performed along the TENANT, TENANT_DATE, GROUP_, and REQUESTED_SKILL, MEDIA_TYPE, and INTERACTION_TYPE dimensions. Except where noted, all columns and column descriptions apply for the AG_SKILL_GROUP_DAY and AG_SKILL_GROUP_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
REQUESTED_SKILL_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_SKILL_GROUP_DAY or AG_SKILL_GROUP_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_SKILL_GROUP_HOUR and AG_SKILL_GROUP_DAY tables.

Column GROUP_KEY

The surrogate key used to join the GROUP dimension to the aggregate tables.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column MEDIA_TYPE_KEY

The surrogate key used to join the MEDIA_TYPE dimension to the aggregate tables.

Column INTERACTION_TYPE_KEY

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

Column TOTAL_ENTERED_COUNT

The total number of interactions.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_SGH_1	X	Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination, Media Type, Interaction Type and Tenant.

Index - IDX_SGH_1

Name	Sort
STD_TENANT_TIME_SPAN	Ascending
GROUP_KEY	Ascending
REQUESTED_SKILL_KEY	Ascending
MEDIA_TYPE_KEY	Ascending
INTERACTION_TYPE_KEY	Ascending
TENANT_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.

Table AG_SKILL_RESOURCE_ABN_HOUR

This aggregate table provides a rollup of abandoned, inbound, voice interaction counts. Aggregation is performed along the TENANT, TENANT_DATE, HOUR, RESOURCE_, and REQUESTED_SKILL dimensions.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
REQUESTED_SKILL_KEY	int	X	X	X	
TOTAL_IXN_ABANDONED_COUNT	int		X		
TOTAL_BEFORE_ABANDON_DURATION	int		X		
TOTAL_ABN_RANGE_1_COUNT	int		X		
TOTAL_ABN_RANGE_2_COUNT	int		X		
TOTAL_ABN_RANGE_3_COUNT	int		X		
TOTAL_ABN_RANGE_4_COUNT	int		X		
MAX_BEFORE_ABANDON_DURATION	int		X		
TIME_RANGE_KEY	int		X	X	
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int			X	
UPDATE_AUDIT_KEY	int			X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

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

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension table to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_SKILL_RESOURCE_ABN_DAY or AG_SKILL_RESOURCE_ABN_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_SKILL_RESOURCE_ABN_HOUR or AG_SKILL_RESOURCE_ABN_DAY tables.

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension table to the aggregate tables.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension table to the aggregate tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column TOTAL_IXN_ABANDONED_COUNT

The total number of interactions that were abandoned.

Column TOTAL_BEFORE_ABANDON_DURATION

The total duration before abandon for all abandoned interactions.

Column TOTAL_ABN_RANGE_1_COUNT

The total number of interactions that were abandoned within the first configured time range.

Column TOTAL_ABN_RANGE_2_COUNT

The total number of interactions that were abandoned within the second configured time range.

Column TOTAL_ABN_RANGE_3_COUNT

The total number of interactions that were abandoned within the third configured time range.

Column TOTAL_ABN_RANGE_4_COUNT

The total number of interactions that were abandoned within the fourth configured time range.

Column MAX_BEFORE_ABANDON_DURATION

The maximum duration before abandon for any abandoned interactions.

Column TIME_RANGE_KEY

Surrogate key to join to the TIME_RANGE dimension.

Column SOURCE_ROW_COUNT
A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID
A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_SRAH_1	X	Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination and Tenant.

Index - IDX_SRAH_1

Name	Sort
STD_TENANT_TIME_SPAN	Ascending
RESOURCE_KEY	Ascending
REQUESTED_SKILL_KEY	Ascending
TENANT_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.

Table AG_SKILL_RESOURCE_HOUR

This aggregate table provides a rollup of interaction counts. Aggregation is performed along the TENANT, TENANT_DATE, RESOURCE_, REQUESTED_SKILL, MEDIA_TYPE, and INTERACTION_TYPE dimensions. Except where noted, the same columns and column descriptions apply for the AG_SKILL_RESOURCE_DAY and AG_SKILL_RESOURCE_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
REQUESTED_SKILL_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_SKILL_RESOURCE_DAY or AG_SKILL_RESOURCE_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_SKILL_RESOURCE_HOUR or AG_SKILL_RESOURCE_DAY tables.

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column MEDIA_TYPE_KEY

The surrogate key used to join the MEDIA_TYPE dimension to the aggregate tables.

Column INTERACTION_TYPE_KEY

The surrogate key used to join the INTERACTION_TYPE dimension to the aggregate tables.

Column TOTAL_ENTERED_COUNT

The total number of interactions.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_SRH_1	X	Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination, Media Type, Interaction Type and Tenant.

Index - IDX_SRH_1

Name	Sort
STD_TENANT_TIME_SPAN	Ascending
RESOURCE_KEY	Ascending
REQUESTED_SKILL_KEY	Ascending
MEDIA_TYPE_KEY	Ascending
INTERACTION_TYPE_KEY	Ascending
TENANT_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.

Table AG_SKILL_VOICE_INB_IXN_HOUR

This aggregate table provides a rollup of voice-specific, inbound interaction information. Aggregation is performed along the TENANT, TENANT_DATE, HOUR, REQUESTED_SKILL, and MEDIA_TYPE dimensions. Except where noted, the same columns and column descriptions apply for the AG_SKILL_VOICE_INB_IXN_DAY and AG_SKILL_VOICE_INB_IXN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
TOTAL_ENTERED_COUNT	int		X		
TOTAL_INIT_RESPONSE_DURATION	int		X		
MAX_INIT_RESPONSE_DURATION	int		X		
TOTAL_AGENT_HANDLE_DURATION	int		X		
TOTAL_ANSWERED_COUNT	int		X		
TOTAL_ANS_RANGE_1_COUNT	int		X		
TOTAL_ANS_RANGE_2_COUNT	int		X		
TOTAL_ANS_RANGE_3_COUNT	int		X		
TOTAL_ANS_RANGE_4_COUNT	int		X		
TOTAL_ANS_SKILL_MATCH_COUNT	int		X		
TOTAL_ANS_MATCH_RANGE_1_COUNT	int		X		
TOTAL_ANS_MATCH_RANGE_2_COUNT	int		X		
TOTAL_ANS_MATCH_RANGE_3_COUNT	int		X		
TOTAL_ANS_MATCH_RANGE_4_COUNT	int		X		
TOTAL_INIT_RESP_MATCH_DURATION	int		X		
MAX_INIT_RESP_MATCH_DURATION	int		X		
TIME_RANGE_KEY	int		X	X	
TOTAL_TALK_DURATION	int		X		
TOTAL_TALK_MATCH_DURATION	int		X		
TOTAL_BEFORE_ABANDON_DURATION	int		X		
TOTAL_HOLD_DURATION	int		X		
TOTAL_HOLD_MATCH_DURATION	int		X		
TOTAL_ACW_DURATION	int		X		
TOTAL_ACW_MATCH_DURATION	int		X		
TOTAL_TRANSFER_COUNT	int		X		
TOTAL_IXN_ABANDONED_COUNT	int		X		
TOTAL_IXN_HELD_COUNT	int		X		
TOTAL_IXN_HELD_MATCH_COUNT	int		X		
TOTAL_IXN_ACW_COUNT	int		X		
TOTAL_IXN_ACW_MATCH_COUNT	int		X		
TOTAL_IXN_TRANSFERRED_COUNT	int		X		
TOTAL_IXN_ANS_TRNS_COUNT	int		X		
TOTAL_IXN_ANS_MATCH_TRNS_COUNT	int		X		

Code	Data Type	P	M	F	DV
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31
Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_SKILL_VOICE_INB_IXN_DAY and AG_SKILL_VOICE_INB_IXN_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_SKILL_VOICE_INB_IXN_HOUR and AG_SKILL_VOICE_INB_IXN_DAY tables.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension to the aggregate tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column TOTAL_ENTERED_COUNT

The total number of interactions.

Column TOTAL_INIT_RESPONSE_DURATION

The total of Initial Response Duration which is elapsed time, in seconds, before the customer received service. For voice, this is measured from the interaction start time to the time an agent resource answered the call.

Column MAX_INIT_RESPONSE_DURATION

Maximum initial response duration, in seconds.

Column TOTAL_AGENT_HANDLE_DURATION

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to agent resources.

Column TOTAL_ANSWERED_COUNT

The total number of interactions answered by an agent.

Column TOTAL_ANS_RANGE_1_COUNT

The total number of interactions answered by an agent within the first configured time range.

Column TOTAL_ANS_RANGE_2_COUNT

The total number of interactions answered by an agent within the second configured time range.

Column TOTAL_ANS_RANGE_3_COUNT

The total number of interactions answered by an agent within the third configured time range.

Column TOTAL_ANS_RANGE_4_COUNT

The total number of interactions answered by an agent within the fourth configured time range.

Column TOTAL_ANS_SKILL_MATCH_COUNT

The total number of interactions answered by an agent that had all skills requested by the interaction.

Column TOTAL_ANS_MATCH_RANGE_1_COUNT

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the first configured time range.

Column TOTAL_ANS_MATCH_RANGE_2_COUNT

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the second configured time range.

Column TOTAL_ANS_MATCH_RANGE_3_COUNT

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the third configured time range.

Column TOTAL_ANS_MATCH_RANGE_4_COUNT

The total number of interactions answered by an agent that had all skills requested by the interaction and answered within the fourth configured time range.

Column TOTAL_INIT_RESP_MATCH_DURATION

The total of initial response duration which is elapsed time, in seconds, before the customer received service. For voice, this is measured from the interaction start time to the time an agent resource that had all skills requested by the interaction answered the call.

Column MAX_INIT_RESP_MATCH_DURATION

The maximum initial response duration, in seconds, with a skill match. For voice, this is measured from the interaction start time to the time an agent resource that had all skills requested by the interaction answered the call.

Column TIME_RANGE_KEY

The surrogate key to join to the TIME_RANGE dimension.

Column TOTAL_TALK_DURATION

The total talk duration, in seconds.

Column TOTAL_TALK_MATCH_DURATION

The total talk duration, in seconds, of interactions answered by agents with matching skills.

Column TOTAL_BEFORE_ABANDON_DURATION

The total duration, in seconds, of interactions that were abandoned.

Column TOTAL_HOLD_DURATION

The total hold duration, in seconds.

Column TOTAL_HOLD_MATCH_DURATION

The total hold duration, in seconds, for calls answered by agents with matching skills.

Column TOTAL_ACW_DURATION

The total duration, in seconds, of after call work.

Column TOTAL_ACW_MATCH_DURATION

The total duration, in seconds, of after call work for calls answered by agents with matching skills.

Column TOTAL_TRANSFER_COUNT

The total number of transfers of all interactions

Column TOTAL_IXN_ABANDONED_COUNT

The total number of interactions that were abandoned.

Column TOTAL_IXN_HELD_COUNT

The total number of interactions that were held. If an interaction is placed on hold more than once, it is only counted once for this aggregate.

Column TOTAL_IXN_HELD_MATCH_COUNT

The total number of interactions that were held by agents with matching skills. If an interaction is placed on hold more than once, it is only counted once for this aggregate.

Column TOTAL_IXN_ACW_COUNT

The total number of interactions that had an associated after call work. If an interaction has more than one after call work associations, it is only counted once for this aggregate.

Column TOTAL_IXN_ACW_MATCH_COUNT

The total number of interactions that had an associated after call work from an agent with matching skills. If an interaction has more than one after call work association, it is only counted once for this aggregate.

Column TOTAL_IXN_TRANSFERRED_COUNT

The total number of interactions that were transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

Column TOTAL_IXN_ANS_TRNS_COUNT

The total number of interactions that were answered by an agent and then transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

Column TOTAL_IXN_ANS_MATCH_TRNS_COUNT

The total number of interactions that were answered by an agent with matching skills and later transferred. If an interaction is transferred more than once, it is only counted once for this aggregate.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID
A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_SVIH_1	X	Improves access time based on Tenant, Standard Tenant Time Span and Requested Skill Combination.

Index - IDX_SVIH_1

Name	Sort
TENANT_KEY	Ascending
STD_TENANT_TIME_SPAN	Ascending
REQUESTED_SKILL_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.

Table AG_STATE_REASON_VOICE_HOUR

This aggregate table provides a breakdown of media resource reason codes with a total duration in a given reason code and a total count of occurrences of a given reason code. Aggregation is performed along the TENANT, TENANT_DATE, RESOURCE_, media Resource (extension), RESOURCE_STATE, and RESOURCE_STATE_REASON dimensions. Except where noted, the same columns and column descriptions apply for the AG_STATE_REASON_VOICE_DAY and AG_STATE_REASON_VOICE_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X	X	
STD_TENANT_TIME_SPAN	varchar(10)		X		
STD_TENANT_DATE_KEY	int	X	X	X	
HOUR_NUM	int	X	X		
MONTH_KEY	int	X	X	X	
MEDIA_RESOURCE_KEY	int	X	X	X	
RESOURCE_STATE_KEY	int	X	X	X	
RESOURCE_STATE_REASON_KEY	int	X	X	X	
TOTAL_STATE_REASON_DURATION	int		X		
TOTAL_STATE_REASON_COUNT	int				
SOURCE_ROW_COUNT	int		X		
BATCH_ID	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)		X		0

Column TENANT_KEY

The surrogate key used to join the TENANT dimension to the aggregate tables.

Column STD_TENANT_TIME_SPAN

A string representing the time range represented by the aggregate row. The format of the string varies with the time level of the aggregate table:
Year YYYY, where YYYY is a 4-digit year
Quarter YYYYQQ, where QQ is Q1-Q4
Month YYYYMM, where MM is 01-12
Week YYYYWW, where WW is 01-53
Day YYYYMMDD, where DD is 01-31

Hour YYYYMMDDHH, where HH is 01-24

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the aggregate tables.

Column HOUR_NUM

The 60-minute interval of the day, starting with 1 and ending with 24. This field is not present in the AG_STATE_REASON_VOICE_DAY and AG_STATE_REASON_VOICE_MONTH tables.

Column MONTH_KEY

The surrogate key used to join the ENTERPRISE_MONTH dimension table to the aggregate tables. This field is not present in the AG_STATE_REASON_VOICE_HOUR and AG_STATE_REASON_VOICE_DAY tables.

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column RESOURCE_STATE_KEY

The surrogate key used to join the RESOURCE_STATE dimension to the aggregate tables.

Column RESOURCE_STATE_REASON_KEY

The surrogate key used to join the RESOURCE_STATE_REASON dimension to the aggregate tables.

Column TOTAL_STATE_REASON_DURATION

The total time, in seconds, that media resource spent in a particular state with the given reason.

Column TOTAL_STATE_REASON_COUNT

The total number of times that the media resource entered the state with the given reason.

Column SOURCE_ROW_COUNT

A count of the number of detail rows used to derive the aggregate.

Column BATCH_ID

A unique identifier for a single execution of the job that produced the aggregate.

Column CREATE_AUDIT_KEY

The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column UPDATE_AUDIT_KEY
The surrogate key used to join the AUDIT_ dimension to fact and dimension tables.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_SRVH_1	X	Improves access time based on Tenant, Standard Tenant Time Span, Resource, Media Resource, Resource State and Resource State Reason.

Index - IDX_SRVH_1

Name	Sort
TENANT_KEY	Ascending
STD_TENANT_TIME_SPAN	Ascending
RESOURCE_KEY	Ascending
MEDIA_RESOURCE_KEY	Ascending
RESOURCE_STATE_KEY	Ascending
RESOURCE_STATE_REASON_KEY	Ascending

Subject Areas

Code	Comment
Aggregate_State_Reason	Represents summary information about resource state reasons.

Table AUDIT_

Allows facts and dimensions to be described by data lineage attributes. Each row represents a type and particular instance of a data source and the name and version of the process that transformed the source data.

Column List

Code	Data Type	P	M	F	DV
AUDIT_KEY	int	X	X		
DATA_SOURCE_TYPE	varchar(16)				
DATA_SOURCE_NAME	varchar(255)				
PROCESS_NAME	varchar(64)				
PROCESS_VERSION	varchar(64)				
DATA_COLLISION_FLAG	numeric(1)				
ARTIFICIALLY_ENDED	numeric(1)				

Column AUDIT_KEY

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

Column DATA_SOURCE_TYPE

The data source type, such as:
GIM (Genesys Info Mart)
ICON (Interaction Concentrator)
CCON (Call Concentrator)
VAR (Voice Application Reporting)
CFG (Configuration Server)
SS (Stat Server)

Column DATA_SOURCE_NAME

The data source name. Used to identify a specific instance of a data source, especially where there can be multiple instances of the same data source type.

Column PROCESS_NAME

The name of the process that transformed the source data.

Column PROCESS_VERSION

The version of the process that transformed the source data.

Column DATA_COLLISION_FLAG

Indicates that the data was merged or cleansed from multiple data source instances. This field is supported only for CCON data source types.

Column ARTIFICIALLY_ENDED

Indicates that the fact was artificially ended by the ETL because of missing source data.

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_IxnDscr	Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggr2_Inb_V_Q_Group	Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Agent_Task	Represents summary information about agent activity.
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Daily	Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.

Code	Comment
Aggregate_Skill_Combo_Monthly	Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Aggregate_State_Reason	Represents summary information about resource state reasons.
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and 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_Session	Represents detailed agent resource media sessions from login to logout.
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.

Code	Comment
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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 CALLING_LIST

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list. All records are sourced from IDB.

Column List

Code	Data Type	P	M	F	DV
CALLING_LIST_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
CALLING_LIST_NAME	varchar(255)				
DESCRIPTION	varchar(255)				
EXTERNAL_ID	varchar(255)				
CALLING_LIST_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CALLING_LIST_KEY

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

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column CALLING_LIST_NAME

The name of the calling list.

Column DESCRIPTION

The description of the calling list.

Column EXTERNAL_ID

The external ID of this calling list, which can be used to tie this record to a record in an external system

Column CALLING_LIST_CFG_DBID

The calling list object identifier in the contact center configuration.

Column GMT_START_TIME

The GMT-equivalent date and time when calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.

Column GMT_END_TIME

The GMT-equivalent date and time when calling list was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table CALLING_LIST_METRIC_FACT

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

Column List

Code	Data Type	P	M	F	DV
CALLING_LIST_METRIC_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
GMT_TIME	datetime				
STD_ENTERPRISE_TIME	datetime				
STD_TENANT_TIME	datetime				
LOCAL_TIME	datetime				
TOTAL_RECORDS	int				
NOT_PROCESSED_RECORDS	int				
TOTAL_CONTACTS	int				
NOT_PROCESSED_CONTACTS	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CALLING_LIST_METRIC_FACT_KEY
The primary key of this table.

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

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

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

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension table to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CAMP_GROUP_SESSION_FACT_KEY

The primary key of the CAMPAIGN_GROUP_SESSION_FACT table.

Column GMT_TIME

The GMT-equivalent date and time when measurement occurred.

Column STD_ENTERPRISE_TIME

The tenant standard date and time when the measurement occurred.

Column STD_TENANT_TIME

The tenant standard date and time when the measurement occurred.

Column LOCAL_TIME

The local date and time when measurement occurred. Reserved for future use.

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 not processed.

Column TOTAL_CONTACTS

The total number of contacts in the calling list.

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

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

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
CLMF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CLMF2TNT_FK		Improves access time based on Tenant.

Index - CLMF2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - CLMF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.

Table 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, representing the duration of the association between a calling list and a campaign. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
CALLING_LIST_TO_CAMP_FACT_KEY	numeric(19)	X	X		
CALLING_LIST_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CALLING_LIST_TO_CAMP_FACT_KEY

The primary key of this table.

Column CALLING_LIST_KEY

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

Column CAMPAIGN_KEY

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

Column TENANT_KEY

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

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the enterprise's standard time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the tenant's standard time zone. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the enterprise's local time zone. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to identify the starting date when the calling list was added to the campaign in the tenant's local time zone. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the starting time of day when the calling list was added to the campaign in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

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

Column GMT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the GMT-equivalent 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 GMT-equivalent date and time far in the future, so that applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the calling list was added to the campaign in the contact center configuration.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The tenant standard date and time when the calling list was added to the campaign in the contact center configuration.

Column STD_TENANT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the tenant standard 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 tenant standard date and time far in the future, so that applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when calling list was added to the campaign in the contact center configuration. This field is reserved for future use.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the local 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 date and time (local time zone) far in the future, so that applications do not have to test for null. This field is reserved for future use.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, the calling list was associated with the campaign. For an active row, the duration, in seconds, the calling list was associated with the campaign, from start time to the time the ETL last executed.

Column ACTIVE_FLAG

Indicates whether the association between the calling list and the campaign is still active. (1=yes, 0=no)

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
CLCM2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CLCM2TNT_FK		Improves access time based on Tenant.

Index - CLCM2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - CLCM2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.

Table CALL_RESULT

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

Column List

Code	Data Type	P	M	F	DV
CALL_RESULT_KEY	int	X	X		
CALL_RESULT	varchar(32)				
CALL_RESULT_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CALL_RESULT_KEY

The surrogate key 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 the Appendix 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 the Appendix for a list of possible values.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

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

Table CAMPAIGN

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign. All records are sourced from IDB.

Column List

Code	Data Type	P	M	F	DV
CAMPAIGN_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
CAMPAIGN_NAME	varchar(255)				
DESCRIPTION	varchar(255)				
CAMPAIGN_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CAMPAIGN_KEY
The surrogate key used to join this dimension table to the fact tables.

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column CAMPAIGN_NAME
The name of the campaign object in Configuration Server.

Column DESCRIPTION
The description of the campaign.

Column CAMPAIGN_CFG_DBID
The campaign object identifier in contact center configuration.

Column GMT_START_TIME
The GMT-equivalent date and time when campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.

Column GMT_END_TIME
The GMT-equivalent date and time when the campaign object was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.

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, representing the duration of the campaign group session. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CAMP_GROUP_SESSION_FACT_KEY
The primary key of this table.

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

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

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

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

The GMT-equivalent date and time when campaign group session began.

Column GMT_END_TIME

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

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the campaign group session began.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The tenant standard date and time when the campaign group session began.

Column STD_TENANT_END_TIME

The meaning depends on the value of ACTIVE_ FLAG. For an inactive row, this value represents the tenant standard date and time when the campaign group session ended. For an active row, this value represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when campaign group session started. Reserved for future use.

Column LOCAL_END_TIME

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

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, the campaign group session was active, from start time to the time 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 GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
CGSEF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CGSEF2TNT_FK		Improves access time based on Tenant.

Index - CGSEF2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - CGSEF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.

Table CAMPAIGN_GROUP_STATE

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

Column List

Code	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	int	X	X		
CAMPAIGN_GROUP_STATE	varchar(32)				
CAMPAIGN_GROUP_STATE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CAMPAIGN_GROUP_STATE_KEY

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

Column CAMPAIGN_GROUP_STATE

The campaign group session state. One of the following values:
Null
Loaded
Started
Unloading

This value can change with localization.

Column CAMPAIGN_GROUP_STATE_CODE

The code for the campaign group session state. One of the following values:
NULL
LOADED
STARTED
UNLOADING

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Campaign_Group_State	Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".

Table CAMPAIGN_GROUP_STATE_FACT

Each row 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, representing the duration of the campaign group being in the given state. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start dates and times are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
CAMP_GROUP_STATE_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CAMPAIGN_GROUP_STATE_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				

Code	Data Type	P	M	F	DV
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CAMP_GROUP_STATE_FACT_KEY
The primary key of this table.

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

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

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

Column CAMPAIGN_GROUP_STATE_KEY
The surrogate key used to join the CAMPAIGN_GROUP_STATE dimension to the fact tables.

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

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

The GMT-equivalent date and time when campaign group entered started state.

Column GMT_END_TIME

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

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the campaign group entered started state.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The tenant standard date and time when the campaign group entered started state.

Column STD_TENANT_END_TIME

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

Column LOCAL_START_TIME

The local date and time when campaign group entered started state. Reserved for future use.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the date and time (local time zone) started state for the campaign group ended. For an active row, this value represents a date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

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, the campaign group has been in started state, from the time it entered started state to the time 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 (1 = Yes).

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
CGSTF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CGSTF2TNT_FK		Improves access time based on Tenant.
IDX_CGSTF_CGSF		Improves access time based on the Campaign Group Session Fact Key.

Index - CGSTF2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - CGSTF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_CGSTF_CGSF

Name	Sort
CAMP_GROUP_SESSION_FACT_KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_State	Represents campaign groups going through states, such as "Loaded", "Started", and "Unloading".

Table CONTACT_ATTEMPT_FACT

Each row describes an OCS processing attempt for a 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 cancelled before dialing. The grain of the fact is an accumulating snapshot, representing the duration of the attempt. Rows are inserted only when the attempt is completed and are not updated. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). They are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
CONTACT_ATTEMPT_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X		
LOCAL_TIME_OF_DAY_KEY	int		X	X	
DIALING_MODE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CPD_RESULT_KEY	int		X	X	
CALL_RESULT_KEY	int		X	X	
RECORD_TYPE_KEY	int		X	X	
RECORD_STATUS_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
CONTACT_INFO_TYPE_KEY	int		X	X	
TIME_ZONE_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
INTERACTION_ID	numeric(19)			X	

Code	Data Type	P	M	F	DV
RECORD_FIELD_GROUP_1_KEY	int		X	X	
RECORD_FIELD_GROUP_2_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
PREVIEW_COUNT	int				
PREVIEW_DURATION	int				
DIAL_COUNT	int				
DIAL_DURATION	int				
CPD_COUNT	int				
CPD_DURATION	int				
TRANSFER_COUNT	int				
TRANSFER_DURATION	int				
TALK_COUNT	int				
TALK_DURATION	int				
HOLD_COUNT	int				
HOLD_DURATION	int				
ACW_COUNT	int				
ACW_DURATION	int				
TOTAL_DURATION	int				
CALL_ATTEMPT_ID	varchar(64)				
RECORD_ID	int				
CHAIN_ID	int				
CHAIN_N	int				
CONTACT_INFO	varchar(255)				
ATTEMPT_ORDINAL	int				
DAILY_FROM_SECONDS	int				
DAILY_UNTIL_SECONDS	int				
CONTACT_DAILY_FROM_TIME	datetime				
CONTACT_DAILY_UNTIL_TIME	datetime				
CONTACT_IXN_START_TIME	datetime				

Code	Data Type	P	M	F	DV
CONTACT_WITHIN_DAILY_RANGE	numeric(1)				
DIAL_SCHED_TIME	int				
CONTACT_DIAL_SCHED_TIME	datetime				
OVERDIAL_FLAG	numeric(1)				
CONTACT_COMPLETE_FLAG	numeric(1)				
RPC_FLAG	numeric(1)				
CONVERSION_FLAG	numeric(1)				
RECORD_FIELD_1	numeric(14,4)				
RECORD_FIELD_2	numeric(14,4)				
RECORD_FIELD_3	numeric(14,4)				
RECORD_FIELD_4	numeric(14,4)				
RECORD_FIELD_5	numeric(14,4)				
RECORD_FIELD_6	numeric(14,4)				
RECORD_FIELD_7	numeric(14,4)				
RECORD_FIELD_8	numeric(14,4)				
RECORD_FIELD_9	numeric(14,4)				
RECORD_FIELD_10	numeric(14,4)				
RECORD_FIELD_11	int				
RECORD_FIELD_12	int				
RECORD_FIELD_13	int				
RECORD_FIELD_14	int				
RECORD_FIELD_15	int				
RECORD_FIELD_16	int				
RECORD_FIELD_17	int				
RECORD_FIELD_18	int				
RECORD_FIELD_19	int				
RECORD_FIELD_20	int				
RECORD_FIELD_21	int				
RECORD_FIELD_22	int				
RECORD_FIELD_23	int				
RECORD_FIELD_24	int				
RECORD_FIELD_25	int				
RECORD_FIELD_26	int				
RECORD_FIELD_27	int				
RECORD_FIELD_28	int				
RECORD_FIELD_29	int				

Code	Data Type	P	M	F	DV
RECORD_FIELD_30	int				
RECORD_FIELD_31	varchar(255)				
RECORD_FIELD_32	varchar(255)				
RECORD_FIELD_33	varchar(255)				
RECORD_FIELD_34	varchar(255)				
RECORD_FIELD_35	varchar(255)				
RECORD_FIELD_36	varchar(255)				
RECORD_FIELD_37	varchar(255)				
RECORD_FIELD_38	varchar(255)				
RECORD_FIELD_39	varchar(255)				
RECORD_FIELD_40	varchar(255)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CONTACT_ATTEMPT_FACT_KEY
The primary key of this table.

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column MEDIA_TYPE_KEY
The surrogate key used to join the MEDIA_TYPE dimension to the fact tables.

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column DIALING_MODE_KEY

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

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables.

Column MEDIA_RESOURCE_KEY

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

Column PLACE_KEY

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

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

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

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

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

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

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

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

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

Column TIME_ZONE_KEY
The surrogate key used to join the TIME_ZONE dimension to the fact tables.

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

Column INTERACTION_ID
The Interaction Fact primary key. This value is 0 if this attempt had no interaction associated with it.

Column RECORD_FIELD_GROUP_1_KEY
The surrogate key used to join the RECORD_FIELD_GROUP_1 dimension to the fact tables.

Column RECORD_FIELD_GROUP_2_KEY
The surrogate key used to join the RECORD_FIELD_GROUP_2 dimension to the fact tables.

Column GMT_START_TIME
The GMT-equivalent date and time when contact attempt began.

Column GMT_END_TIME
The GMT-equivalent date and time when contact attempt ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the contact attempt began.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when contact attempt ended.

Column STD_TENANT_START_TIME
The tenant standard date and time when the contact attempt began.

Column STD_TENANT_END_TIME
The tenant standard date and time when the contact attempt ended.

Column LOCAL_START_TIME
The local date and time when contact attempt began. Reserved for future use.

Column LOCAL_END_TIME
The local date and time when contact attempt ended. Reserved for future use.

Column PREVIEW_COUNT
The number of times that this contact attempt was previewed by an agent.

Column PREVIEW_DURATION
The duration that the agent spent previewing the contact record in seconds.

Column DIAL_COUNT
Indicates whether this contact attempt resulted in a call being initiated (dialed): 0=No, 1=Yes.

Column DIAL_DURATION
The dial duration for the attempt in milliseconds. This is the time between when the outbound call was initiated and either the called party answered or dialing stopped with a negative call result.

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

Column CPD_DURATION

The call progress duration of the attempt in milliseconds. This is the time between when the called party answered and a call progress detection result was obtained.

Column TRANSFER_COUNT

Indicates whether this contact attempt was transferred from the dialer: 0=No, 1=Yes.

Column TRANSFER_DURATION

The transfer duration of the attempt in milliseconds. This is the time between when the call transfer was initiated and the call was answered by an agent or IVR port.

Column TALK_COUNT

Indicates whether an agent or IVR port talked to the contact involved in this attempt: 0=No, 1=Yes.

Column TALK_DURATION

The talk duration of the attempt in seconds. This is the time that the called party was connected with the first agent or IVR port.

Column HOLD_COUNT

Indicates whether the first agent or IVR port for this attempt put the contact on hold: 0=No, 1=Yes.

Column HOLD_DURATION

The hold duration of the attempt in seconds. This is the time that the called party spent on hold while connected to the first agent or IVR port.

Column ACW_COUNT

Indicates whether the contact attempt had after call work associated with it: 0=No, 1=Yes.

Column ACW_DURATION

The after call work duration of the contact attempt, in seconds.

Column TOTAL_DURATION

The total duration of the attempt, in seconds.

Column CALL_ATTEMPT_ID

The ID 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 being attempted.

Column CHAIN_N

The order of the record 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 customers home phone (RECORD_ID=10). The second link in the chain (CHAIN_N=2) could represent their work phone (RECORD_ID = 11).

Column CONTACT_INFO

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

Column ATTEMPT_ORDINAL

The attempt number of the record.

Column DAILY_FROM_SECONDS

Indicates the start of the time frame during which this record can be called; measured in seconds from midnight.

Column DAILY_UNTIL_SECONDS

Indicates the end of the time frame during which this record can be called; measured in seconds from midnight.

Column CONTACT_DAILY_FROM_TIME

The start 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 end date and time of the time frame during which this record can be called, in the time zone of the contact.

Column CONTACT_IXN_START_TIME

The start date and time of the voice interaction, in the time zone of the contact.

Column CONTACT_WITHIN_DAILY_RANGE

Indicates whether the voice interaction started within the time range that this record can be called. (1=yes, 0=no)

Column DIAL_SCHED_TIME
The time of the scheduled call, in seconds, from 1/1/1970 (GMT).

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

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

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

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

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

Column RECORD_FIELD_1 through RECORD_FIELD_40
Value of custom record fields 1-40.

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

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
CAF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).

Code	U	Description text
CAF2TNT_FK		Improves access time based on Tenant.
IDX_CAF_INT_ID		Improves access time based on Interaction ID.
IDX_CAF_CGSF		Improves access time based on the Campaign Group Session Fact Key.

Index - CAF2TDTS_FK

Name	Sort
STD_TENANT DATE KEY	Ascending

Index - CAF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_CAF_INT_ID

Name	Sort
INTERACTION ID	Ascending

Index - IDX_CAF_CGSF

Name	Sort
CAMP_GROUP_SESSION_FACT_KEY	Ascending

Subject Areas

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

Table CONTACT_INFO_TYPE

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

Column List

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

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CONTACT_INFO_TYPE_KEY

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

Column CONTACT_INFO_TYPE

The name of the contact information type. One of the following:
No Contact Type
Home Phone
Direct Business Phone
Business With Extension
Mobile
Vacation Phone
Pager
Modem
Voice Mail
Pin Pager
E-Mail Address

This value can change with localization.

Column CONTACT_INFO_TYPE_CODE

The code for the contact information type. One of the following:
NO_CONTACT_TYPE
HOME_PHONE
DIRECT_BUSINESS_PHONE
BUSINESS_WITH_EXTENSION
MOBILE
VACATION_PHONE
PAGER
MODEM
VOICE_MAIL
PIN_PAGER
EMAIL_ADDRESS

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

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

Table CURRENCY

Allows monetary facts to be described by a particular local currency. Each row describes one monetary currency name by its ISO 4217 currency code and name.

Column List

Code	Data Type	P	M	F	DV
CURRENCY_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CURRENCY_CODE	varchar(4)				
CURRENCY_NAME	varchar(64)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column CURRENCY_KEY
The surrogate key used to join this dimension to the fact tables.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column CURRENCY_CODE
The ISO 4217-equivalent currency code.

Column CURRENCY_NAME
The currency name.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table CUSTOMER

Allows data mining of facts by customer attributes. It is expected that this dimension will grow very large. Each row describes a distinct representation of a customer. In addition, this table allows for type 2 attribute changes, whereby each customer may be represented over time by different rows in the table identified by the same customer ID and non-overlapping effective start and end times.

Note: The Genesys Info Mart predefined ETL populates only the CUSTOMER_ KEY, TENANT_KEY, EXTERNAL_CUSTOMER_ID, GMT_START_TIME, and GMT_END_TIME columns based on attached data and UserEvent-based key-value pair (KVP) data encountered in the interaction source data. ETL reserves the other fields for future use.

Column List

Code	Data Type	P	M	F	DV
CUSTOMER_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SALUTATION	varchar(16)				
FIRST_NAME	varchar(64)				
LAST_NAME	varchar(64)				
SUFFIX	varchar(16)				
TITLE	varchar(64)				
EXTERNAL_CUSTOMER_ID	varchar(255)				
CITY_NAME	varchar(255)				
COUNTY_NAME	varchar(255)				
STATE_NAME	varchar(64)				
PRIMARY_ZIP_CODE	varchar(16)				
SECONDARY_ZIP_CODE	varchar(16)				
COUNTRY_NAME	varchar(64)				
WORLD_REGION	varchar(64)				
GENDER	varchar(20)				
AGE_GROUP	varchar(20)				
INCOME_BAND	varchar(64)				
CUSTOMER_SEGMENT	varchar(255)				
HOME_EMAIL	varchar(255)				
HOME_EMAIL_DOMAIN	varchar(255)				
WORK_EMAIL	varchar(255)				
WORK_EMAIL_DOMAIN	varchar(255)				
HOME_PHONE_COUNTRY_CODE	varchar(5)				
HOME_PHONE_AREA_CODE	varchar(10)				
HOME_PHONE_NUMBER	varchar(64)				
CELL_PHONE_COUNTRY_CODE	varchar(5)				
CELL_PHONE_AREA_CODE	varchar(10)				
CELL_PHONE_NUMBER	varchar(64)				
WORK_PHONE_COUNTRY_CODE	varchar(5)				
WORK_PHONE_AREA_CODE	varchar(10)				
WORK_PHONE_NUMBER	varchar(64)				
CONTACT_FREQUENCY	int				

Code	Data Type	P	M	F	DV
CONTACT_RECENCY	int				
CONTACT_MEDIA	varchar(64)				
FIRST_CONTACT_DATE	datetime				
LAST_CONTACT_DATE	datetime				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column SALUTATION
The customer salutation; for example, Mr., Mrs., Ms. Reserved for future use.

Column FIRST_NAME
The customer's first name. Reserved for future use.

Column LAST_NAME
The customer's last name. Reserved for future use.

Column SUFFIX
The customer suffix; for example, Jr., Sr. Reserved for future use.

Column TITLE
The title used by the customer; for example, Advocate, Doctor. Reserved for future use.

Column EXTERNAL_CUSTOMER_ID

The customer ID as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field's value is referenced by the user-defined key having an ID of 10053.

Column CITY_NAME

The name of the city in which the customer resides. Reserved for future use.

Column COUNTY_NAME

The name of the county in which the customer resides. Reserved for future use.

Column STATE_NAME

The name of the state in which the customer resides. Reserved for future use.

Column PRIMARY_ZIP_CODE

The customer's primary zip code. This is the first characters of the 5+4 character zip code in the United States. Reserved for future use.

Column SECONDARY_ZIP_CODE

The customer's secondary zip code. This is the last four characters of the 5+4 character zip code in the United States. Reserved for future use.

Column COUNTRY_NAME

The name of the country where the customer resides. Reserved for future use.

Column WORLD_REGION

The region of the country in the world; for example, Americas, Asia Pacific, Europe. Reserved for future use.

Column GENDER

The customer's gender. Reserved for future use.

Column AGE_GROUP

The customer's age group. Reserved for future use.

Column INCOME_BAND

The customer's income bracket. Reserved for future use.

Column CUSTOMER_SEGMENT

The value of the customer to a business line. Reserved for future use.

Column HOME_EMAIL

The user name part of the customer's home e-mail address. Reserved for future use.

Column HOME_EMAIL_DOMAIN

The domain part of the customer's home e-mail address. Reserved for future use.

Column WORK_EMAIL

The user name part of the customer's work e-mail address. Reserved for future use.

Column WORK_EMAIL_DOMAIN

The domain part of the customer's work e-mail address. Reserved for future use.

Column HOME_PHONE_COUNTRY_CODE

The country code of the customer's home telephone number. Reserved for future use.

Column HOME_PHONE_AREA_CODE

The area code of the customer's home telephone number. Reserved for future use.

Column HOME_PHONE_NUMBER

The phone number of the customer's home telephone (excluding country and area codes.) Reserved for future use.

Column CELL_PHONE_COUNTRY_CODE

The country code of the customer's cell telephone number. Reserved for future use.

Column CELL_PHONE_AREA_CODE

The area code of the customer's cell telephone number. Reserved for future use.

Column CELL_PHONE_NUMBER

The phone number of the customer's cell telephone (excluding country and area codes.) Reserved for future use.

Column WORK_PHONE_COUNTRY_CODE

The country code of the customer's work telephone number. Reserved for future use.

Column WORK_PHONE_AREA_CODE

The area code of the customer's work telephone number. Reserved for future use.

Column WORK_PHONE_NUMBER

The phone number of the customer's work telephone (excluding country and area codes). Reserved for future use.

Column CONTACT_FREQUENCY

The total number of times that the customer has contacted the contact center. Reserved for future use.

Column CONTACT_RECENCY

The number of times the customer has contacted the contact center in the last two months. Reserved for future use.

Column CONTACT_MEDIA

The medium most often used by the customer; for example, Voice. Reserved for future use.

Column FIRST_CONTACT_DATE

The earliest date that contact was established with the customer. Reserved for future use.

Column LAST_CONTACT_DATE

The most recent date that contact was established with the customer. Reserved for future use.

Column GMT_START_TIME

The effective, GMT-equivalent start date and time of this representation of the customer.

Column GMT_END_TIME

The effective, GMT-equivalent end date and time of this representation of the customer.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table DATA_MIGRATION

This table maintains information about the progress of data migration of Info Mart tables from a previous schema to the current schema. Prior to the initial run of Job_MigrateGIM, this table gets prepopulated with records outlining the initial data migration plan. Refer to the *Genesys Info Mart 7.6 Operations Guide* for further information about how Job_MigrateGIM migrates data, which tables are migrated first, and options that control data migration.

Column List

Code	Data Type	P	M	F	DV
ID	int	X	X		
TABLE_NAME	varchar(255)		X		
TARGET_SCHEMA_VERSION	varchar(255)		X		
JOB_VERSION	varchar(32)		X		
EARLIEST_MIGRATED_ID	numeric(19)				
EARLIEST_MIGRATED_TIME	datetime				
EARLIEST_MIGRATED_TIME_TS	numeric(19)				
MIGRATED_ROWS	numeric(19)				
NUMBER_OF_COMMITS	numeric(10)				
COMPLETED_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column ID

The primary key of this table.

Column TABLE_NAME

The name of the Info Mart table targeted for migration. The name of a particular Info Mart table appears in this field only if data migration has begun for that table. Depending on the size of your Info Mart, the data migration of some of the targeted tables may be long running, including the following:

DT_RES_STATE_FACT
DT_RES_STATE_REASON_FACT
MMEDIA_IXN_FACT_EXT
MMEDIA_SEG_FACT_EXT
MEDIATION_SEGMENT_FACT
R_MMEDIA_IXN_FACT_EXT
R_MMEDIA_SEG_FACT_EXT

Column TARGET_SCHEMA_VERSION

The target version of the Genesys Info Mart schema; for example, "7.6.001.05".

Column JOB_VERSION

The version of the Genesys Info Mart Server performing the migration.

Column EARLIEST_MIGRATED_ID

The maximum unique ID or key for the data to be migrated. Data is migrated from newest (most recent) to oldest (least recent).

Column EARLIEST_MIGRATED_TIME

The maximum date and time that data is to be migrated. Data is migrated from newest (most recent) to oldest (least recent).

Column EARLIEST_MIGRATED_TIME_TS

The UTC-equivalent value of the EARLIEST_MIGRATED_TIME field.

Column MIGRATED_ROWS

The number of rows that were migrated for the Info Mart table identified in the TABLE field.

Column NUMBER_OF_COMMITS

The number of database commits that have been issued.

Column COMPLETED_FLAG

A flag indicating whether data migration has completed for the Info Mart table identified in the TABLE_NAME field: 0=No, 1=Yes.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether this row is eligible to be purged: 0 = No, 1 = Yes.

Table DATE_TIME

Allows facts to be described by attributes of standard calendar date and 15-minute time interval. This dimension is not time-zone specific. Each row describes one date and a 15-minute time interval for that date. This table enables aggregation along an arbitrary time interval.

Values describing 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 less than seven days and may start on a day other than Sunday. The last week of a year may also contain less than seven days.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not. The Genesys Info Mart Server populates this table with predefined values ranging from January 1, 2006 to December 31, 2013 upon initialization. This amounts to roughly 280,000 rows, plus a single row for the last 15-minute interval of December 31, 2013. A single row containing 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.

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

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

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

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X		
DATE_TIME_30MIN_KEY	int				
DATE_TIME_HOUR_KEY	int		X		
DATE_TIME_DAY_KEY	int		X		
DATE_TIME_WEEK_KEY	int		X		
DATE_TIME_MONTH_KEY	int		X		
DATE_TIME_QUARTER_KEY	int		X		
DATE_TIME_YEAR_KEY	int		X		
DATE_TIME_NEXT_KEY	int		X		
DATE_TIME_NEXT_30MIN_KEY	int				
DATE_TIME_NEXT_HOUR_KEY	int		X		

Code	Data Type	P	M	F	DV
DATE_TIME_NEXT_DAY_KEY	int		X		
DATE_TIME_NEXT_WEEK_KEY	int		X		
DATE_TIME_NEXT_MONTH_KEY	int		X		
DATE_TIME_NEXT_QUARTER_KEY	int		X		
DATE_TIME_NEXT_YEAR_KEY	int		X		
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
CAL_DATE	datetime				
CAL_DATE_STRING	varchar(64)				
CAL_DAY_NUM_IN_WEEK	smallint				
CAL_DAY_NAME	varchar(32)				
CAL_DAY_NUM_IN_MONTH	smallint				
CAL_DAY_NUM_IN_YEAR	smallint				
CAL_LAST_DAY_IN_WEEK	numeric(1)				
CAL_LAST_DAY_IN_MONTH	numeric(1)				
CAL_WEEK_NUM_IN_YEAR	smallint				
WEEK_YEAR	smallint				
CAL_YEAR_WEEK_NUM	varchar(32)				
CAL_WEEK_START_DATE	datetime				
CAL_WEEK_END_DATE	datetime				
CAL_MONTH_NUM_IN_YEAR	smallint				
CAL_MONTH_NUM_IN_YEAR_STRING	varchar(32)				
CAL_YEAR_MONTH_DAY_NUM	varchar(32)				
CAL_MONTH_NAME	varchar(32)				
CAL_YEAR_MONTH	varchar(32)				
CAL_YEAR_MONTH_NUM	varchar(32)				
CAL_QUARTER_NUM_IN_YEAR	smallint				
CAL_YEAR_QUARTER	varchar(32)				
CAL_HALF_NUM_IN_YEAR	smallint				
CAL_YEAR_HALF_YEAR	varchar(32)				
CAL_YEAR_NUM	smallint				
CAL_YEAR_STRING	varchar(32)				
CAL_SHORT_YEAR_STRING	varchar(32)				
CAL_HOUR_NUM_IN_DAY	smallint				
CAL_HOUR_NUM_IN_DAY_STRING	varchar(32)				
CAL_HOUR_24_NUM_IN_DAY	smallint				

Code	Data Type	P	M	F	DV
CAL_HOUR_24_NUM_IN_DAY_STRING	varchar(32)				
CAL_MINUTE_NUM_IN_HOUR	smallint				
CAL_30MINUTE_NUM_IN_HOUR	smallint				
LABEL_YYYY	varchar(32)				
LABEL_YYYY_QQ	varchar(32)				
LABEL_YYYY_MM	varchar(32)				
LABEL_YYYY_WE	varchar(32)				
LABEL_YYYY_MM_DD	varchar(32)				
LABEL_YYYY_MM_DD_HH	varchar(32)				
LABEL_YYYY_MM_DD_HH24	varchar(32)				
LABEL_YYYY_MM_DD_HH_30MI	varchar(32)				
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)				
LABEL_YYYY_MM_DD_HH_MI	varchar(32)				
LABEL_YYYY_MM_DD_HH24_MI	varchar(32)				
LABEL_YYYY_MM_DD_HH_15INT	varchar(32)				
LABEL_YYYY_MM_DD_HH24_15INT	varchar(32)				
LABEL_YYYY_MM_DD_HH_30INT	varchar(32)				
LABEL_YYYY_MM_DD_HH24_30INT	varchar(32)				
LABEL_QQ	varchar(32)				
LABEL_MM	varchar(32)				
LABEL_WE	varchar(32)				
LABEL_DD	varchar(32)				
LABEL_HH	varchar(32)				
LABEL_HH24	varchar(32)				
LABEL_30MI	varchar(32)				
LABEL_MI	varchar(32)				
TIME_INTERVAL_15_MINUTE	varchar(16)				
TIME_INTERVAL_30_MINUTE	varchar(16)				
TIME_INTERVAL_60_MINUTE	varchar(16)				
TIME_INTERVAL_15_MINUTE_NUM	int				
TIME_INTERVAL_30_MINUTE_NUM	int				
TIME_INTERVAL_60_MINUTE_NUM	int				
AMPM_INDICATOR	varchar(4)				
RUNNING_YEAR_NUM	int				
RUNNING_QUARTER_NUM	int				
RUNNING_MONTH_NUM	int				

Code	Data Type	P	M	F	DV
RUNNING_WEEK_NUM	int				
RUNNING_DAY_NUM	int				
RUNNING_HOUR_NUM	int				
RUNNING_30MIN_NUM	int				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column DATE_TIME_KEY

The primary key of this table, used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field is monotonically increasing to facilitate the calculation of time interval ranges.

Column DATE_TIME_30MIN_KEY

The surrogate key 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 representing the start of the 30-minute interval.

Column DATE_TIME_HOUR_KEY

The surrogate key 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 representing the start of the hour interval.

Column DATE_TIME_DAY_KEY

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

Column DATE_TIME_WEEK_KEY

The surrogate key 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 representing the start of the week interval.

Column DATE_TIME_MONTH_KEY

The surrogate key 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 representing the start of the month interval.

Column DATE_TIME_QUARTER_KEY

The surrogate key 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 representing the start of the quarter interval.

Column DATE_TIME_YEAR_KEY

The surrogate key 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 representing the start of the year interval.

Column DATE_TIME_NEXT_KEY

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

Column DATE_TIME_NEXT_30MIN_KEY

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

Column DATE_TIME_NEXT_HOUR_KEY

Points to the DATE_TIME_HOUR_KEY record that represents the next hour.

Column DATE_TIME_NEXT_DAY_KEY

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

Column DATE_TIME_NEXT_WEEK_KEY

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

Column DATE_TIME_NEXT_MONTH_KEY

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

Column DATE_TIME_NEXT_QUARTER_KEY

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

Column DATE_TIME_NEXT_YEAR_KEY

Points to the DATE_TIME_YEAR_KEY record that represents the next year.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT dimension. Specifies the lineage for data update.

Column CAL_DATE

The calendar date expressed in date format.

Column CAL_DATE_STRING

The calendar date specified as a string; for example, "01/31/2009".

Column CAL_DAY_NUM_IN_WEEK

The day number of a week starting with 1 for Sunday and ending with 7 for Saturday. This numbering assignment cannot be changed.

Column CAL_DAY_NAME

The calendar day name; for example, "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 less than seven days. Likewise, the last week, ending with the last day of the year, may contain less than seven days.

Column WEEK_YEAR

The year for the week number to which this day belongs. For this release, the week year matches the calendar year.

Column CAL_YEAR_WEEK_NUM

The week number in the calendar year in YYYYWW format; for example, "200923" for the 23rd week in 2009.

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, this value is March 8, 2009 for all dates between March 8, 2009 and March 14, 2009.

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, this value is March 14, 2009 for all dates between March 8, 2009 and March 14, 2009.

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_MONTH_NUM_IN_YEAR_STRING

The month number in the calendar year as a text string, starting with "01" for January and ending with "12" for December.

Column CAL_YEAR_MONTH_DAY_NUM

The date expressed as a string in YYYYMMDD format; for example, "20090329" for March 29, 2009.

Column CAL_MONTH_NAME

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

Column CAL_YEAR_MONTH

The date expressed as a string in YYYYMmm format; for example, "2009Jan", for January, 2009.

Column CAL_YEAR_MONTH_NUM

The date expressed as a string in YYYYMM format; for example, "200408" for August, 2009.

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_YEAR_QUARTER

The quarter of the calendar year expressed as a string in YYYYQQ format; for example, "2009Q1" for the first quarter of 2009.

Column CAL_HALF_NUM_IN_YEAR

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

Column CAL_YEAR_HALF_YEAR

The calendar year and half calendar year in YYYYHH format; for example, "2009H1".

Column CAL_YEAR_NUM

The Gregorian year expressed as a 4-digit integer; for example, 2009.

Column CAL_YEAR_STRING

The Gregorian year expressed as a string in YYYY format; for example, "2009".

Column CAL_SHORT_YEAR_STRING

The Gregorian year expressed as a string in YY format; for example, "09" to indicate 2009. This table does not store values prior to "06" (indicating 2006).

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_NUM_IN_DAY_STRING

The hour of the day expressed as a string from "01" to "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 a string from "00" to "23".

Column CAL_HOUR_24_NUM_IN_DAY_STRING

The hour of the day as a text string from 00-23.

Column CAL_MINUTE_NUM_IN_HOUR

The 15-minute number of the hour. This value is:
 0: for 0 <= min < 15
15: for 15 <= min < 30
30: for 30 <= min < 45
45: for 45 <= min < 60

Column CAL_30MINUTE_NUM_IN_HOUR

The 30-minute number of the hour. This value is:
 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 4-digit year; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008".

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 localizeable; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008 1Q".

Column LABEL_YYYY_MM

The current date expressed as a string in YYYY-MM format, where MM represents the 2-digit month; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01".

Column LABEL_YYYY_WE

The current date expressed as a string in YYYY-WE format, where WE represents the 2-digit week number of the year; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-05" (January 30, 2008 fell in the fifth week of the year).

Column LABEL_YYYY_MM_DD

The current date expressed as a string in YYYY-MM-DD format, where DD represents the 2-digit day of the month; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30".

Column LABEL_YYYY_MM_DD_HH

The current date expressed as a string in YYYY-MM-DD HH format, where HH values range from 01 to 12; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03".

Column LABEL_YYYY_MM_DD_HH24

The current date expressed as a string in YYYY-MM-DD HH format where HH values range from 01 to 24; useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15".

Column LABEL_YYYY_MM_DD_HH_30MI

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 12 and mm represents the closest 30-minute period less than or equal to the actual minute. This field is useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:30".

Column LABEL_YYYY_MM_DD_HH24_30MI

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24 and mm represents the closest 30-minute period less than or equal to the actual minute. This field is useful when used as a label in report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 15:30".

Column LABEL_YYYY_MM_DD_HH_MI

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 03:45".

Column LABEL_YYYY_MM_DD_HH24_MI

The current date expressed as a string in YYYY-MM-DD HH:mm format where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 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 used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 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; hour values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 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; hour values range from 01 to 12. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 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; hour values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "2008-01-30 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 localizeable. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "1Q".

Column LABEL_MM

A string representation of the current date expressed in MM format, where MM represents the 2-digit month. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "01".

Column LABEL_WE

A string representation of the current date expressed in WE format, where WE represents the 2-digit week number of the year. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "05". (January 30, 2008 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 2-digit day of the month. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "30".

Column LABEL_HH

A string representation of the current date expressed in HH format, where HH values range from 01 to 12. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 at 15:45 is "03".

Column LABEL_HH24

A string representation of the current date expressed in HH format, where HH values range from 01 to 24. This field is useful when used as a label for report headers. For example, the label this field stores for January 30, 2008 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 less than or equal to the actual minute. For example, the label this field stores for January 29, 2008 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 this field stores for January 30, 2008 at 15:45 is "45".

Column TIME_INTERVAL_15_MINUTE

The 15-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:14) and ending with "96" for (23:45 through 23:59).

Column TIME_INTERVAL_30_MINUTE

The 30-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:29) and ending with "48" (for 23:30 through 23:59).

Column TIME_INTERVAL_60_MINUTE

The 60-minute interval of the day expressed as a string, starting with "1" (for 00:00 through 00:59) and ending with "24" (for 23:00 through 23:59).

Column TIME_INTERVAL_15_MINUTE_NUM

The 15-minute interval of the day, starting with 1 (for 00:00 through 00:14) and ending with 96 for (23:45 through 23:59).

Column TIME_INTERVAL_30_MINUTE_NUM

The 30-minute interval of the day, starting with 1 (for 00:00 through 00:29) and ending with 48 (for 23:30 through 23:59).

Column TIME_INTERVAL_60_MINUTE_NUM

The 60-minute interval of the day, starting with 1 (for 00:00 through 00:59) and ending with 24 (for 23:00 through 23:59).

Column AMPM_INDICATOR

Indicates the period between midnight and noon ("AM" for a.m.) or between noon and midnight ("PM" for p.m.).

Column RUNNING_YEAR_NUM

The predefined running year number, starting with 1 for the first predefined year (2006).

Column RUNNING_QUARTER_NUM

The predefined running quarter number, starting with 1 as the first quarter of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-4 for the four quarters of the first predefined year (2006), 5-8 for the four quarters of the second predefined year (2007), and so forth.

Column RUNNING_MONTH_NUM

The predefined running month number, starting with 1 as the first month of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-12 for the 12 months of the first predefined year (2006), 13-24 for the 12 months of the second predefined year (2007), and so forth.

Column RUNNING_WEEK_NUM

The predefined running week number, starting with 1 as the first week of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-53 for the 53 weeks of the first predefined year (2006), 54-107 for the 53 weeks of the second predefined year (2007), and so forth.

Column RUNNING_DAY_NUM

The predefined running day number, starting with 1 as the first day of the first predefined year (2006). Running values do not reset at the beginning of each year, so this value is 1-365 for the 365 days of the first predefined year (2006), 366-731 for the 366 days of the second predefined year (2007), and so forth.

Column RUNNING_HOUR_NUM

The predefined running hour number, starting with 1 as the first hour of the first predefined day of 2006. Running hours do not reset at the beginning of each day, so this value is 1-24 for the 24 hours of the first predefined day (1/1/2006), 25-48 for the 24 hours of the second predefined day (1/2/2006), and so forth.

Column RUNNING_30MIN_NUM

The predefined running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of 2006. Running 30-minute periods do not reset at the beginning of each hour, so this value is 1-2 for the two 30-minute intervals of the first hour of 1/1/2006, 3-4 for the two 30-minute intervals in the second hour of this day, and so forth.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created. As all rows are populated simultaneously, this field holds the same time for all records.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_DT_30		Improves access time based on a 30-minute key.
IDX_DT_NEXT30		Improves access time based on the next 30-minute key.
IDX_DT_NEXT		Improves access time based on the key of the next record.
IDX_DT_30_INT		Improves access time based on the 30-minute key, the next 30-minute 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_DAY_INT		Improves access time based on the day key, the next day 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_CAL_DATE		Improves access time based on the calendar date.
IDX_DT_DAY_NUM		Improves access time based on the predefined running day number.

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

Index - IDX_DT_DAY_NUM

Name	Sort
RUNNING_DAY_NUM	Ascending

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_IxnDscr	Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggr2_Inb_V_Q_Group	Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Control	Represents control and audit information for summary data tables.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Code	Comment
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and 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 DIALING_MODE

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

Column List

Code	Data Type	P	M	F	DV
DIALING_MODE_KEY	int	X	X		
DIALING_MODE	varchar(32)				
DIALING_MODE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column DIALING_MODE_KEY

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

Column DIALING_MODE

The dialing mode. One of the following:
None
Unknown Dialing Mode
Predictive
Progressive
Preview
Progressive with seizing
Predictive with seizing
Power
Power with seizing
Push Preview
Progressive GVP
Predictive GVP

Power GVP

These values change with localization.

Column DIALING_MODE_CODE

The dialing mode code. One of the following values:
NONE
UNKNOWN_DIALING_MODE
PREDICTIVE
PROGRESSIVE_PREVIEW
PROGRESSIVE_WITH_SEIZING
PREDICTIVE_WITH_SEIZING
POWER
POWER_WITH_SEIZING
PUSH_PREVIEW
PROGRESSIVE_GVP
PREDICTIVE_GVP
POWER_GVP

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

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

Table DT_DND_FACT

Each row in this table describes a state of the Do Not Disturb (DND) feature, relative to a given media type (and DN for voice). The grain of the fact is an accumulating snapshot that represents the duration of DND. The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in two time zones (GMT and standard). The place associated with the DND state is also included as a dimensional reference. Both active and completed DND states are written to this table.

Data in this table is sourced exclusively from IDB.

Column List

Code	Data Type	P	M	F	DV
DT_DND_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
RESOURCE_SESSION_FACT_KEY	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				

Code	Data Type	P	M	F	DV
PURGE_FLAG	numeric(1)				

Column DT_DND_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the DND starting date in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the DND starting date in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the DND starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the DND starting date in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the DND starting date in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the DND starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the DND starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the associated resource belongs.

Column MEDIA_TYPE_KEY

The surrogate key used to join records in this table to a specific media type in the MEDIA_TYPE dimension.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent associated with the login session.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific DN associated with the login session. For nonvoice media, this field references the default "No Resource" dimension value.

Column PLACE_KEY

The surrogate key used to join this table to the PLACE dimension to identify the place associated with the DND state.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column RESOURCE_SESSION_FACT_KEY

The surrogate key used to join this table to the RESOURCE_SESSION dimension to identify the specific login session of the DND state. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

Column GMT_START_TIME

The GMT-equivalent date and time when the DND state began.

Column GMT_END_TIME

The value of this field depends on the value the ACTIVE_FLAG field. For an inactive row, this field represents the GMT-equivalent date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the DND state began.

Column STD_ENTERPRISE_END_TIME

The value of this field depends on the value the ACTIVE_FLAG field. For an inactive row, this field represents the standard enterprise date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

Column STD_TENANT_START_TIME

The standard tenant date and time when the DND state began.

Column STD_TENANT_END_TIME

The value of this field depends on the value the ACTIVE_FLAG field. For an inactive row, this field represents the standard tenant date and time when the DND state ended. For an active row, this field stores a far-into-the-future date and time, so that applications do not have to test for null.

Column TOTAL_DURATION

The total duration, in seconds, that the DND state was active.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
DND2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
DND2TNT_FK		Improves access time based on Tenant.

Index - DND2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - DND2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.

Table DT_RES_STATE_FACT

Each row in this table describes an agent resource state relative to a given media type (and DN and queue for voice). The grain of the fact is an accumulating snapshot that represents the duration of the detailed state.

A detailed state represents the duration for which an agent resource holds a particular state for a given media type on one particular media channel or on one particular DN or DN/queue combination for voice devices. Both voice and multimedia share identical state classifications with the exception of ACW (Wrap), which is not available for multimedia. Whether agent states of voice interactions can be interrupted (ACW, NotReady) is dependent on the configuration of the ICON application that supplies data to GIM.

Because this table is sourced from IDB, it contains fewer voice interaction-related resource states than RESOURCE_STATE_FACT which is sourced from Stat Server. (Stat Server provides a more detailed breakdown of voice interaction-related resource states.) For Multimedia, there is no difference in the data populated between the DT_RES_STATE_FACT and RESOURCE_STATE_FACT tables.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY and in two time zones (GMT and standard). The place associated with the resource state is also included as a dimensional reference. Only completed resource states are written to this table.

Data in this table is sourced exclusively from IDB. DND resource states are not factored into this table. (Refer to the DT_DND_FACT table for this information.)

Column List

Code	Data Type	P	M	F	DV
DT_RES_STATE_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
QUEUE_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
RESOURCE_SESSION_FACT_KEY	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column DT_RES_STATE_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the resource belongs.

Column MEDIA_TYPE_KEY

The surrogate key used to join this table to the MEDIA_TYPE dimension to identify a specific media type.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent associated with the state.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific DN associated with this state. For Multimedia, this field references the default 'No Resource' dimension value.

Column QUEUE_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific queue associated with this state. For Multimedia, the key references the default "No Resource" dimension value.

Column PLACE_KEY

The surrogate key used to join this table to the PLACE dimension to identify the place associated with this state.

Column RESOURCE_STATE_KEY

The surrogate key used to join this table to the RESOURCE_STATE dimension to identify the specific resource state of this record.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column RESOURCE_SESSION_FACT_KEY

The surrogate key used to join this table to the RESOURCE_SESSION dimension to identify the specific login session of this state. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

Column GMT_START_TIME

The GMT-equivalent date and time when the resource state began.

Column GMT_END_TIME

The GMT-equivalent date and time when the resource state ended.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the resource state began.

Column STD_ENTERPRISE_END_TIME

The standard enterprise date and time when the resource state ended.

Column STD_TENANT_START_TIME

The standard tenant date and time when the resource state began.

Column STD_TENANT_END_TIME

The standard tenant date and time when the resource state ended.

Column TOTAL_DURATION

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

Column ACTIVE_FLAG

Indicates whether the resource state is currently active: 0=No, 1=Yes. Only completed states are recorded to this table; so, this value is always 0.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
DRESF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
DRESF2TNT_FK		Improves access time based on Tenant.

Index - DRESF2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - DRESF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

Table DT_RES_STATE_REASON_FACT

Each row in this table describes an agent resource state reason relative to a given media type (and DN and Queue for voice). The grain of the fact is an accumulating snapshot, representing the duration of the detailed state reason.

A detailed resource state reason represents the duration for which an agent resource holds a particular resource state-reason combination for a given media type on one particular media channel or on one particular DN or DN/queue combination for voice devices. Reason codes stemming from voice-related interactions are classified as HARDWARE or SOFTWARE in this table. Multimedia-related reasons are all stored as SOFTWARE.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY and in two time zones (GMT and standard). Only completed reasons are written to this table.

Data in this table is sourced exclusively from IDB.

Column List

Code	Data Type	P	M	F	DV
DT_RES_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
PLACE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
QUEUE_RESOURCE_KEY	int		X	X	
RESOURCE_SESSION_FACT_KEY	numeric(19)			X	
DT_RES_STATE_FACT_KEY	numeric(19)		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				

Code	Data Type	P	M	F	DV
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column DT_RES_STATE_REASON_FACT_KEY

The primary key of this table.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the resource belongs.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column RESOURCE_STATE_KEY

The surrogate key used to join this table to the RESOURCE_STATE dimension to identify the specific state associated with this reason.

Column RESOURCE_STATE_REASON_KEY

The surrogate key used to join this table to the RESOURCE_STATE_REASON dimension to indicate the hardware or software reason and workmode.

Column MEDIA_TYPE_KEY

The surrogate key used to join this table to the MEDIA_TYPE dimension to identify a specific media type.

Column PLACE_KEY

The surrogate key used to join this table to the PLACE dimension to identify the place associated with this state reason.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent associated with the state reason.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific DN associated with this state reason. For Multimedia, this field references the default 'No Resource' dimension value.

Column QUEUE_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific mediation DN associated with this state reason. For Multimedia, this key references the default "No Resource" dimension value.

Column RESOURCE_SESSION_FACT_KEY

The surrogate key used to join this table to the RESOURCE_SESSION dimension to identify the specific login session of this state reason. For Multimedia, this field indicates the presence of a particular media type while the agent is logged on.

Column DT_RES_STATE_FACT_KEY
The detailed resource state fact primary key.

Column GMT_START_TIME
The GMT-equivalent date and time when the resource state reason began.

Column GMT_END_TIME
The GMT-equivalent date and time when the resource state reason ended.

Column STD_ENTERPRISE_START_TIME
The standard enterprise date and time when the resource state reason began.

Column STD_ENTERPRISE_END_TIME
The standard enterprise date and time when the resource state reason ended.

Column STD_TENANT_START_TIME
The standard tenant date and time when the resource state reason began.

Column STD_TENANT_END_TIME
The standard tenant date and time when the resource state reason ended.

Column TOTAL_DURATION
The total duration, in seconds, of the state reason irrespective of the interval(s) in which the reason occurs.

Column ACTIVE_FLAG
A flag indicating whether the state reason is currently active: 0=No, 1=Yes. Only the reasons for completed resource states are recorded to this table; so, this value is always 0.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
DRSRF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
DRSRF2TNT_FK		Improves access time based on Tenant.
IDX_DRSRF_ST_TOD		Improves access time based on Standard Tenant Time Of Day.

Index - DRSRF2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - DRSRF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_DRSRF_ST_TOD

Name	Sort
STD_TENANT_TIME_OF_DAY_KEY	Ascending

Subject Areas

Code	Comment
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).

Table ENTERPRISE_DATE

Allows facts to be described by attributes of standard calendar date and enterprise-specific fiscal periods. In a multi-tenant deployment, describes a date from the perspective of the service provider. Each row describes one date.

Note: Fiscal years only have 364 days, so one or two days in the year do not have fiscal information.

Column List

Code	Data Type	P	M	F	DV
ENTERPRISE_DATE_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CAL_DATE	datetime				
CAL_DATE_STRING	varchar(64)				

Code	Data Type	P	M	F	DV
CAL_DAY_NUM_IN_WEEK	smallint				
CAL_DAY_NAME	varchar(32)				
CAL_DAY_NUM_IN_MONTH	smallint				
CAL_DAY_NUM_IN_YEAR	smallint				
CAL_LAST_DAY_IN_WEEK	numeric(1)				
CAL_LAST_DAY_IN_MONTH	numeric(1)				
CAL_WEEK_NUM_IN_YEAR	smallint				
CAL_YEAR_WEEK_NUM	varchar(32)				
CAL_WEEK_START_DATE	datetime				
CAL_WEEK_END_DATE	datetime				
CAL_MONTH_NUM_IN_YEAR	smallint				
CAL_YEAR_MONTH_DAY_NUM	varchar(32)				
CAL_MONTH_NAME	varchar(32)				
CAL_YEAR_MONTH	varchar(32)				
CAL_YEAR_MONTH_NUM	varchar(32)				
CAL_QUARTER_NUM_IN_YEAR	smallint				
CAL_YEAR_QUARTER	varchar(32)				
CAL_HALF_NUM_IN_YEAR	smallint				
CAL_YEAR_HALF_YEAR	varchar(32)				
CAL_YEAR_NUM	smallint				
FISCAL_DAY_NUM_IN_WEEK	smallint				
FISCAL_DAY_NUM_IN_MONTH	smallint				
FISCAL_DAY_NUM_IN_YEAR	smallint				
FISCAL_LAST_DAY_IN_WEEK	numeric(1)				
FISCAL_LAST_DAY_IN_MONTH	numeric(1)				
FISCAL_WEEK_NUM_IN_YEAR	smallint				
FISCAL_WEEK_START_DATE	datetime				
FISCAL_WEEK_END_DATE	datetime				
FISCAL_MONTH_NUM_IN_YEAR	smallint				
FISCAL_MONTH_NAME	varchar(32)				
FISCAL_YEAR_MONTH	varchar(32)				
FISCAL_QUARTER_NUM_IN_YEAR	smallint				
FISCAL_YEAR_QUARTER	varchar(32)				
FISCAL_HALF_NUM_IN_YEAR	smallint				
FISCAL_YEAR_HALF_YEAR	varchar(32)				
FISCAL_YEAR_NUM	smallint				

Code	Data Type	P	M	F	DV
FISCAL_WEEK_NUM_IN_QUARTER	smallint				
FISCAL_MONTH_NUM_IN_QUARTER	smallint				
SECONDS_SINCE_EPOCH	int		X		0
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column ENTERPRISE_DATE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column CAL_DATE

The calendar date as a date object.

Column CAL_DATE_STRING

The calendar date as a text string.

Column CAL_DAY_NUM_IN_WEEK

The day number in the calendar week, starting with 1 for Sunday and ending with 7 for Saturday.

Column CAL_DAY_NAME

The calendar day name: Sunday through Saturday. This value may change with localization.

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 last day of the calendar week indicator. 0 means no, 1 means yes.

Column CAL_LAST_DAY_IN_MONTH

The last day of the calendar month indicator. 0 means no, 1 means yes.

Column CAL_WEEK_NUM_IN_YEAR

The week number in the calendar year, starting with 1 and ending with 53.

Column CAL_YEAR_WEEK_NUM

The calendar year and week number in the calendar year, in YYYYWW format; for example, 200523.

Column CAL_WEEK_START_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week start date.

Column CAL_WEEK_END_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week end date.

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_YEAR_MONTH_DAY_NUM

The calendar year, month number in year and day number in month in YYYYMMDD format; for example, 20040805.

Column CAL_MONTH_NAME

The calendar month name.

Column CAL_YEAR_MONTH

The calendar year and month in YYYYMmm format; for example, 2004Jan.

Column CAL_YEAR_MONTH_NUM

The calendar year and month number in year in YYYYMM format; for example, 200408.

Column CAL_QUARTER_NUM_IN_YEAR

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

Column CAL_YEAR_QUARTER

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

Column CAL_HALF_NUM_IN_YEAR

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

Column CAL_YEAR_HALF_YEAR

The calendar year and half in YYYYHH format; for example, 2004H1.

Column CAL_YEAR_NUM

The calendar year number; for example, 2004.

Column FISCAL_DAY_NUM_IN_WEEK

The day number in the fiscal week, starting with 1 and ending with 7.

Note: The first and last fiscal weeks of a fiscal year are exceptions and may contain fewer than 7 days.

Column FISCAL_DAY_NUM_IN_MONTH

The day number in the fiscal month, starting with 1 and ending with 28 or 35, depending on whether the fiscal month contains four or five fiscal weeks.

Column FISCAL_DAY_NUM_IN_YEAR

The day number in the fiscal year, starting with 1 and ending with 364.

Column FISCAL_LAST_DAY_IN_WEEK

The last day of the fiscal week indicator. 0 means no, 1 means yes.

Column FISCAL_LAST_DAY_IN_MONTH

The last day of the fiscal month indicator. 0 means no, 1 means yes.

Column FISCAL_WEEK_NUM_IN_YEAR

The week number in the fiscal year, starting with 1 and ending with 52 or 53.

Column FISCAL_WEEK_START_DATE

The start date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week start date.

Column FISCAL_WEEK_END_DATE

The end date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week end date.

Column FISCAL_MONTH_NUM_IN_YEAR

The month number in the fiscal year, starting with 1 and ending with 12.

Column FISCAL_MONTH_NAME

The name of the fiscal month. Fiscal months that span calendar months adopt the calendar month name of the first day of the fiscal month.

Note: Fiscal month names contain many anomalies. Genesys recommends that you use FISCAL_MONTH_NUM_ IN_YEAR instead of FISCAL_MONTH_NAME.

Column FISCAL_YEAR_MONTH

The fiscal year and month in YYYYMmm format; for example, 2004Jan.

Column FISCAL_QUARTER_NUM_IN_YEAR

The quarter number in the fiscal year, starting with 1 for fiscal month numbers 1 through 3 and ending with 4 for fiscal month numbers 10 through 12.

Column FISCAL_YEAR_QUARTER

The fiscal year and quarter in YYYYQQ format; for example, 2004Q1.

Column FISCAL_HALF_NUM_IN_YEAR

The half number in the fiscal year, starting with 1 for fiscal month numbers 1 through 6 and ending with 2 for fiscal month numbers 6 through 12.

Column FISCAL_YEAR_HALF_YEAR

The calendar year and half in YYYYHH format; for example, 2004H1.

Column FISCAL_YEAR_NUM

The fiscal year number; for example, 2004. Fiscal years that span calendar years adopt the calendar year number of either the first or last fiscal day.

Column FISCAL_WEEK_NUM_IN_QUARTER

The week number in the fiscal quarter, starting with 1 and ending with 13 or 14.

Column FISCAL_MONTH_NUM_IN_QUARTER

The month number in the fiscal quarter, starting with 1 and ending with 3.

Column SECONDS_SINCE_EPOCH

The number of seconds since January 1, 1970 GMT until midnight of the start of this day.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and 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_Session	Represents detailed agent resource media sessions from login to logout.

Code	Comment
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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 ENTERPRISE_MONTH

This table allows aggregates to be described by attributes of standard calendar month. This dimension does not contain enterprise-specific fiscal periods. Each row describes one calendar month.

Column List

Code	Data Type	P	M	F	DV
ENTERPRISE_MONTH_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CAL_MONTH_NUM_IN_YEAR	smallint				
CAL_MONTH_NAME	varchar(32)				
CAL_YEAR_MONTH	varchar(32)				
CAL_YEAR_MONTH_NUM	varchar(32)				
CAL_QUARTER_NUM_IN_YEAR	smallint				
CAL_YEAR_QUARTER	varchar(32)				
CAL_HALF_NUM_IN_YEAR	smallint				
CAL_YEAR_HALF_YEAR	varchar(32)				
CAL_YEAR_NUM	smallint				
CAL_YEAR	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column ENTERPRISE_MONTH_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

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_MONTH_NAME

The calendar month name.

Column CAL_YEAR_MONTH

The calendar year and month in YYYYMmm format; for example, 2004Jan.

Column CAL_YEAR_MONTH_NUM

The calendar year and month number in year in YYYYMM format; for example, 200408.

Column CAL_QUARTER_NUM_IN_YEAR

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

Column CAL_YEAR_QUARTER

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

Column CAL_HALF_NUM_IN_YEAR

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

Column CAL_YEAR_HALF_YEAR

The calendar year and half in YYYYHH format; for example, 2004H1.

Column CAL_YEAR_NUM

The calendar year number; for example, 2004.

Column CAL_YEAR

The calendar year number; for example, 2004.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Aggregate_Agent_Task	Represents summary information about agent activity.
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Monthly	Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Aggregate_State_Reason	Represents summary information about resource state reasons.

Table GROUP_

Allows facts to 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, identified by their IDs in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and recreating it using the same name causes a new row to be issued.

This table is source from IDB.

Column List

Code	Data Type	P	M	F	DV
GROUP_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GROUP_TYPE	varchar(64)				
GROUP_TYPE_CODE	varchar(32)				

Code	Data Type	P	M	F	DV
GROUP_NAME	varchar(255)				
GROUP_CFG_DBID	int				
GROUP_CFG_TYPE_ID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GROUP_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GROUP_TYPE

The group type. One of the following:
Unknown
Agent
Place
Queue
RoutingPoint
Network Port
Service Number
Single Port

This value can change with localization.

Column GROUP_TYPE_CODE

The group type code. One of the following:
UNKNOWN
AGENT
PLACE
QUEUE

ROUTINGPOINT
NETWORKPORT
SERVICENUMBER
SINGLEPORT

This value does not change with localization.

Column GROUP_NAME

The group name.

Column GROUP_CFG_DBID

The group object identifier in the contact center configuration.

Column GROUP_CFG_TYPE_ID

The contact center configuration integer type associated with DN or agent group object.

Column GMT_START_TIME

The GMT-equivalent date and time when group was added to IDB, which may differ from when the group was actually added to contact center configuration.

Column GMT_END_TIME

The GMT-equivalent date and time when group was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_GRP_CFG_DBID		Improves access time based on configuration object DBID and type.

Index - IDX_GRP_CFG_DBID

Name	Sort
GROUP CFG DBID	Ascending
GROUP CFG TYPE ID	Ascending

Subject Areas

Code	Comment
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Q_Group	Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Place_Group	Represents the membership of places among place groups.
Resource_Group	Represents the membership of contact center resources among resource groups.

Table GROUP_TO_CAMPAIGN_FACT

Each row in this table describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot, representing the duration of the association between an agent or place group and a campaign. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
GROUP_TO_CAMPAIGN_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GROUP_TO_CAMPAIGN_FACT_KEY
The primary key of this table.

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

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

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

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

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

Column GMT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the GMT-equivalent 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 GMT-equivalent date and time far in the future, so that applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the agent group or place group was added to the campaign in the contact center configuration.

Column STD_ENTERPRISE_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the enterprise standard 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 an enterprise standard date and time far in the future, so that applications do not have to test for null.

Column STD_TENANT_START_TIME

The tenant standard date and time when the agent group or place group was added to the campaign in the contact center configuration.

Column STD_TENANT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the tenant standard 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 represents a date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when agent group or place group was added to the campaign in the contact center configuration. Reserved for future use.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the local 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 date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, the agent group or place group was associated with the campaign. For an active row, the duration, in seconds, the agent group or place group was associated with the campaign, from start time to the time the ETL last executed.

Column ACTIVE_FLAG

Indicates whether the association between the agent group or place group and the campaign is still active (1=yes, 0=no).

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
GPCM2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
GPCM2TNT_FK		Improves access time based on Tenant.

Index - GPCM2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - GPCM2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.

Table GVP_APPLICATION

This table allows facts to be described based on attributes of a Genesys Voice Platform application.

Column List

Code	Data Type	P	M	F	DV
GVP_APPLICATION_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GVP_APPLICATION_NAME	varchar(255)				
GVP_APPLICATION_ID	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GVP_APPLICATION_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension table. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension table. Specifies the lineage for data update.

Column GVP_APPLICATION_NAME

The name of the GVP Application.

Column GVP_APPLICATION_ID

The GVP application ID.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).

Table GVP_CALL_FACT

This table represents calls processed by a Genesys Voice Platform application.

Column List

Code	Data Type	P	M	F	DV
GVP_CALL_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
GVP_WEB_APPL_SERVER_KEY	int		X	X	
GVP_VOICE_MEDIA_SERVER_KEY	int		X	X	
GVP_APPLICATION_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
LAST_GVP_SUBCALL_FLOW_KEY	int		X	X	
INTERACTION_ID	numeric(19)			X	
GVP_CALL_GUID	varchar(38)		X		
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				

Code	Data Type	P	M	F	DV
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
MEDIA_SERVER_IXN_ID	numeric(20)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
TOTAL_DURATION	int				
TOTAL_SUBCALL_FLOW_COUNT	smallint				
ANI	varchar(255)				
GVP_APPLICATION_SELECTOR	varchar(255)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GVP_CALL_FACT_KEY
The primary key of this table.

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

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column GVP_WEB_APPL_SERVER_KEY

The surrogate key used to join the GVP_WEB_APPL_ SERVER dimension to the fact tables.

Column GVP_VOICE_MEDIA_SERVER_KEY

The surrogate key used to join the GVP_VOICE_MEDIA_SERVER dimension to the fact tables.

Column GVP_APPLICATION_KEY

The surrogate key used to join the GVP_APPLICATION dimension to the fact tables.

Column STRATEGY_KEY

The surrogate key used to join the STRATEGY dimension to the fact tables.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension table. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension table. Specifies the lineage for data creation.

Column LAST_GVP_SUBCALL_FLOW_KEY

The surrogate key used to join the GVP_SUBCALL_FLOW dimension to the fact tables. This references the last subcallflow in the call.

Column INTERACTION_ID

The primary key of the interaction fact. This field can be used to join a GVP call fact to its associated interaction fact within which the GVP call occurred. A 0 (zero) value indicates that the record carries no associated interaction fact. This can occur because GVP call facts and interaction facts come from two different data sources that the ETL processes asynchronously. Non-zero values indicate that there exists an associated interaction fact for this GVP call.

Column GVP_CALL_GUID

The Call GUID from the source GVP system. This ID is generated by the GVP system and is distinct from T-Server Call GUID.

Column GMT_START_TIME

The GMT-equivalent date and time when the call started.

Column GMT_END_TIME

The GMT-equivalent date and time when the call ended.

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the call started.

Column STD_ENTERPRISE_END_TIME

The enterprise standard date and time when the call ended.

Column STD_TENANT_START_TIME

The tenant standard date and time when the call started.

Column STD_TENANT_END_TIME

The tenant standard date and time when the call ended.

Column LOCAL_START_TIME

The local date and time when the call started. Reserved for future use.

Column LOCAL_END_TIME

The local date and time when the call ended. Reserved for future use.

Column MEDIA_SERVER_IXN_ID

The interaction ID as reported by the interaction media server. This ID may not be unique. In the case of Voice or GVP, the ID is a numeric version of the hexadecimal T-Server Conn ID. This ID can be used to cross-reference the GVP call fact to one or more interaction segment facts representing IVR activities that occurred during the interaction (including received and transferred events).

Note: For a GVP 7.5 application used with T-Server/IVR Server 7.2 or above, this field is not populated.

Column MEDIA_SERVER_IXN_GUID

The interaction GUID as reported by the interaction media server for the root interaction. In the case of Voice or GVP, this ID, which may not be unique, represents the T-Server-assigned Call UUID for the GVP call. This ID can be used to cross-reference the GVP call fact to one or more Interaction Segment Facts representing IVR activities that occurred during the Interaction (including received and transferred events).

Note: For a GVP 7.5 application used with T-Server/IVR Server 7.2 or above, this field is populated rather than the MEDIA_SERVER_IXN_ID field described above because the GVP VAR source data records either the Connection ID or the Call UUID, and not both.

Column TOTAL_DURATION

The duration, in seconds, from the beginning of the first subcallflow to the end of the last subcallflow.

Column TOTAL_SUBCALL_FLOW_COUNT

A count of the subcallflows contained in this call.

Column ANI

The Automatic Number Identification of the incoming call.

Column GVP_APPLICATION_SELECTOR

Specifies the assignment between the dialed digits of the incoming call (as reported by GVP) and the GVP application. For some environments, this is a GVP-configured value that does not match the interaction fact's target address.

Column ACTIVE_FLAG

A flag indicating whether the interaction is currently active: 0=No, 1=Yes.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
GCF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
GCF2TNT_FK		Improves access time based on Tenant.
IDX_GCF_INT		Improves access time based on Interaction ID.

Index - GCF2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - GCF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_GCF_INT

Name	Sort
INTERACTION ID	Ascending

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).

Table GVP_SUBCALL_FACT

This table represents subcallflows processed by a Genesys Voice Platform application.

Column List

Code	Data Type	P	M	F	DV
GVP_SUBCALL_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
GVP_CALL_FACT_KEY	numeric(19)		X	X	
GVP_WEB_APPL_SERVER_KEY	int		X	X	
GVP_VOICE_MEDIA_SERVER_KEY	int		X	X	
GVP_APPLICATION_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
GVP_SUBCALL_FLOW_KEY	int		X	X	
PREV_GVP_SUBCALL_FLOW_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
TOTAL_DURATION	int				
ORDINAL	smallint				
LAST_ORDINAL	numeric(1)				
NESTING_LEVEL	smallint				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GVP_SUBCALL_FACT_KEY

The primary key of this table.

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

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column GVP_CALL_FACT_KEY
The primary key of the GVP_CALL_FACT table.

Column GVP_WEB_APPL_SERVER_KEY

The surrogate key used to join the GVP_WEB_APPL_ SERVER dimension to the fact tables.

Column GVP_VOICE_MEDIA_SERVER_KEY

The surrogate key used to join the GVP_VOICE_MEDIA_SERVER dimension to the fact tables.

Column GVP_APPLICATION_KEY

The surrogate key used to join the GVP_APPLICATION dimension to the fact tables.

Column STRATEGY_KEY

The surrogate key used to join the STRATEGY dimension to the fact tables.

Column GVP_SUBCALL_FLOW_KEY

The surrogate key used to join the GVP_SUBCALL_FLOW dimension to the fact tables.

Column PREV_GVP_SUBCALL_FLOW_KEY

The surrogate key used to join the GVP_SUBCALL_FLOW dimension to the fact tables. This references the previous subcallflow.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column TOTAL_DURATION

The duration, in seconds, of the subcallflow.

Column ORDINAL

An index number indicating the position of the subcallflow within the call. Starts at 1 and increments for each subcallflow within the call.

Column LAST_ORDINAL

A flag indicating whether this is the last subcallflow within the call (1 if this is the last subcallflow, 0 otherwise).

Column NESTING_LEVEL

An integer indicating the depth within the menu structure (1 is the highest level).

Column GMT_START_TIME
The GMT-equivalent date and time when subcallflow started.

Column GMT_END_TIME
The GMT-equivalent date and time when subcallflow ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the subcallflow started.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when the subcallflow ended.

Column STD_TENANT_START_TIME
The tenant standard date and time when the subcallflow started.

Column STD_TENANT_END_TIME
The tenant standard date and time when the subcallflow ended.

Column LOCAL_START_TIME
The local date and time when subcallflow started. Reserved for future use.

Column LOCAL_END_TIME
The local date and time when subcallflow ended. Reserved for future use.

Column ACTIVE_FLAG
A flag indicating whether the subcallflow is currently active: 0 = No, 1 = Yes.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
GSCF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).

Code	U	Description text
GSCF2TNT_FK		Improves access time based on Tenant.

Index - GSCF2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - GSCF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).

Table GVP_SUBCALL_FLOW

This table allows facts to be described based on attributes of a GVP subcallflow.

Column List

Code	Data Type	P	M	F	DV
GVP_SUBCALL_FLOW_KEY	int	X	X		
TENANT_KEY	int		X	X	
GVP_APPLICATION_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GVP_SUBCALL_FLOW_NAME	varchar(255)				
GVP_SUBCALL_FLOW_ID	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GVP_SUBCALL_FLOW_KEY

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

Column TENANT_KEY

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

Column GVP_APPLICATION_KEY
The surrogate key used to join the GVP_APPLICATION dimension table to the fact tables.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GVP_SUBCALL_FLOW_NAME
The name of the subcallflow.

Column GVP_SUBCALL_FLOW_ID
The subcallflow ID.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).

Table GVP_VOICE_MEDIA_SERVER

This table allows facts to be described based on the attributes of the Voice Communication Server (VCS) or IP Communication Server (IPCS) that handled the call.

Column List

Code	Data Type	P	M	F	DV
GVP_VOICE_MEDIA_SERVER_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X		
VOICE_MEDIA_SERVER_ADDRESS	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column VOICE_MEDIA_SERVER_ADDRESS
The GVP Voice Media Server IP address.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).

Table GVP_WEB_APPL_SERVER

This table allows facts to be described based on the GVP Web Application Server that served the call.

Column List

Code	Data Type	P	M	F	DV
GVP_WEB_APPL_SERVER_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
WEB_APPL_SERVER_ADDRESS	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GVP_WEB_APPL_SERVER_KEY

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

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column WEB_APPL_SERVER_ADDRESS

The GVP Web Application Server IP address.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).

Table INTERACTION_DESCRIPTOR

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. Since the business attribute values may change over the lifetime of an interaction, each interaction segment fact has an interaction descriptor, and the interaction fact that summarizes the underlying interaction segments has an interaction descriptor. Each interaction segment facts interaction descriptor snapshots the current value of the attributes. The interaction fact inherits its interaction descriptor from the last interaction segment fact.

Each row describes a distinct combination of business attributes that characterize the interaction, such as service type and customer segment. A new row is issued for each distinct combination of business attributes that are encountered as attached data or UserEvent-based key-value pair (KVP) data in the interaction source data.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_DESCRIPTOR_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CUSTOMER_SEGMENT	varchar(255)				
SERVICE_TYPE	varchar(255)				
SERVICE_SUBTYPE	varchar(255)				
BUSINESS_RESULT	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column INTERACTION_DESCRIPTOR_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

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, silver. Similarly, for service related transactions, they could be categorized according to the service package they have bought. This field's value is referenced by the user-defined key having an ID of 10049.

Column SERVICE_TYPE

The service being requested by the customer. It can be used to categorize interactions according to their product or service offering. This field's value is referenced by the user-defined key having an ID of 10050.

Column SERVICE_SUBTYPE

The detailed type of service being requested by the customer. It can be used to categorize interactions according to particular product or service requests. This field's value is referenced by the user-defined key having an ID of 10051.

Column BUSINESS_RESULT

The result of the interaction from a business perspective; for example, the interaction resulted in a sale, or a new customer account being opened. This field's value is referenced by the user-defined key having an ID of 10052.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_IxnDscr	Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table INTERACTION_FACT

While the INTERACTION_SEGMENT_FACT table represents the interaction from the perspective of contact center resources, this table represents the interaction from a customer experience perspective. The grain of the fact is an accumulating snapshot, summarizing the underlying interaction segments. Each row summarizes the underlying interaction segments.

In addition to the media-neutral counts and durations which categorize the time spent on various activities, counts and durations are provided that summarize the time spent processing the interaction by different resource categories. This processing includes counts and durations that interactions spent at network resources.

Rules that indicate how certain facts, such as user data, are aggregated from the underlying interaction segments to the interaction (for example, FIRST, LAST, MINIMUM, and MAXIMUM), are customizable.

The following fields are based on (a) the minimum interaction segment ordinal where the TECHNICAL_DESCRIPTOR_KEY references a TECHNICAL_DESCRIPTOR with TECHNICAL_RESULT_CODE = CUSTOMERABANDONED, or (b) the interaction segment with the maximum end time:

MEDIA_RESOURCE_KEY
PLACE_KEY
RESOURCE_KEY
TECHNICAL_DESCRIPTOR_KEY

If two interaction segments have the same end time and no segment has a TECHNICAL_RESULT_CODE = CUSTOMERABANDONED, the interaction segment with the maximum ordinal is used as the tie-breaker.

The following fields are based on the interaction segment with the maximum ordinal:
CUSTOMER_KEY
INTERACTION_DESCRIPTOR_KEY
REQUESTED_SKILL_COUNT
REQUESTED_SKILL_KEY
USER_DATA_KEY
USER_DATA_2_KEY

Voice-related interaction and interaction subtype data are always written to this table. The settings of media-specific configuration options control whether interaction data about other media types are written to this table. The user-data-# configuration options in the [ixn-user-data-facts] section control how user data facts are written to the USER_DATA_1 through USER_DATA_20 fields.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_ID	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int			X	
RESOURCE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
PLACE_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	
CUSTOMER_KEY	numeric(19)		X	X	
CURRENCY_KEY	int		X	X	
USER_DATA_KEY	int		X	X	
USER_DATA_2_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
ROOT_INTERACTION_ID	numeric(19)				
IXN_FACT_EXT_KEY	numeric(19)		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
MEDIA_SERVER_ROOT_IXN_ID	numeric(20)				
MEDIA_SERVER_IXN_ID	numeric(20)				
MEDIA_SERVER_ROOT_IXN_GUID	varchar(50)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
INTERACTION_COUNT	smallint				
UNIQUE_INTERACTION_COUNT	smallint				
TOTAL_SEGMENT_COUNT	smallint				
TOTAL_DURATION	int				
ROUTING_POINT_SEGMENT_COUNT	smallint				
ROUTING_POINT_SEGMENT_DURATION	int				
QUEUE_SEGMENT_COUNT	smallint				
QUEUE_SEGMENT_DURATION	int				
IVR_PORT_SEGMENT_COUNT	smallint				
IVR_PORT_SEGMENT_DURATION	int				
AGENT_SEGMENT_COUNT	smallint				
AGENT_SEGMENT_DURATION	int				
NETWORK_SEGMENT_COUNT	smallint				

Code	Data Type	P	M	F	DV
NETWORK_SEGMENT_DURATION	int				
ALERT_COUNT	smallint				
ALERT_DURATION	int				
HANDLE_COUNT	smallint				
HANDLE_DURATION	int				
WRAP_COUNT	smallint				
WRAP_DURATION	int				
AGENT_HANDLE_DURATION	int				
CUSTOMER_HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_DURATION	int				
CUSTOMER_WAIT_COUNT	smallint				
CUSTOMER_WAIT_DURATION	int				
BASELINE_SERVICE_OBJECTIVE	int				
INITIAL_RESPONSE_DURATION	int				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				
REQUESTED_SKILL_COUNT	smallint				
MATCHED_SKILL_COUNT	smallint				
ANSWERED_WITH_SKILL_MATCH_FLAG	numeric(1)				
REVENUE_STD_CURRENCY	numeric(16,4)				
COST_STD_CURRENCY	numeric(16,4)				
REVENUE_LOCAL_CURRENCY	numeric(16,4)				
COST_LOCAL_CURRENCY	numeric(16,4)				
SOURCE_ADDRESS	varchar(255)				
TARGET_ADDRESS	varchar(255)				
CASE_ID	varchar(255)				
USER_DATA_1	numeric(16,4)				
USER_DATA_2	numeric(16,4)				
USER_DATA_3	numeric(16,4)				
USER_DATA_4	numeric(16,4)				
USER_DATA_5	numeric(16,4)				
USER_DATA_6	numeric(12)				
USER_DATA_7	numeric(12)				
USER_DATA_8	numeric(12)				
USER_DATA_9	numeric(12)				
USER_DATA_10	numeric(12)				
USER_DATA_11	varchar(255)				

Code	Data Type	P	M	F	DV
USER_DATA_12	varchar(255)				
USER_DATA_13	varchar(255)				
USER_DATA_14	varchar(255)				
USER_DATA_15	varchar(255)				
USER_DATA_16	varchar(128)				
USER_DATA_17	varchar(128)				
USER_DATA_18	varchar(128)				
USER_DATA_19	varchar(128)				
USER_DATA_20	varchar(128)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column INTERACTION_ID

This is the primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction segment facts, because of consultations, transfers, etc.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column INTERACTION_TYPE_KEY

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

Column MEDIA_TYPE_KEY

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

Column TECHNICAL_DESCRIPTOR_KEY

The surrogate key used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables.

Column MEDIA_RESOURCE_KEY

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

Column RESOURCE_KEY

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

Column PLACE_KEY

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

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL dimension to the fact tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column INTERACTION_DESCRIPTOR_KEY
The surrogate key used to join the INTERACTION_DESCRIPTOR dimension to the fact tables.

Column CUSTOMER_KEY
The surrogate key used to join the CUSTOMER dimension to the fact tables.

Column CURRENCY_KEY
The surrogate key used to join the CURRENCY dimension to the fact tables. Reserved for future use.

Column USER_DATA_KEY
The surrogate key used to join the USER_DATA dimension to the fact tables.

Column USER_DATA_2_KEY
The surrogate key used to join the USER_DATA_2 dimension to the fact tables.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column ROOT_INTERACTION_ID
Reserved for future use.

Column IXN_FACT_EXT_KEY
The key used to join the media-specific interaction fact extension table to the interaction fact table. The media type of the interaction fact can be used to determine which media-specific interaction fact extension table to join to the interaction fact table.

Column GMT_START_TIME
The GMT-equivalent date and time when the interaction started.

Column GMT_END_TIME
The GMT-equivalent date and time when the interaction ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the interaction started.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when the interaction ended.

Column STD_TENANT_START_TIME

The tenant standard date and time when the interaction started.

Column STD_TENANT_END_TIME

The tenant standard date and time when the interaction ended.

Column LOCAL_START_TIME

The local date and time when interaction started. Reserved for future use.

Column LOCAL_END_TIME

The local date and time when interaction ended. Reserved for future use.

Column MEDIA_SERVER_ROOT_IXN_ID

For threaded interactions, this field contains the interaction ID of the root interaction fact that represents the original interaction in the thread. Currently, this field is used only to link an e-mail inbound customer reply interaction to the original e-mail interaction in the thread. This field is null for all other interactions. This ID might not be unique.

Column MEDIA_SERVER_IXN_ID

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

Column MEDIA_SERVER_ROOT_IXN_GUID

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

Column MEDIA_SERVER_IXN_GUID

The interaction GUID as reported by the interaction media server. This GUID may 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 INTERACTION_COUNT

The interaction count (always 1). Useful for calculating the count of interactions using the sum method.

Column UNIQUE_INTERACTION_COUNT

The unique interaction count that indicates whether this is a root interaction (0=No, 1=Yes). The field is useful for calculating the count of root interactions using the sum method.

Note: This value is always 1, since Genesys Info Mart currently populates all interactions as root interactions.

Column TOTAL_SEGMENT_COUNT

The total count of interaction segments including network segments if network resources are employed in your environment.

Column TOTAL_DURATION

The duration, in seconds, from the beginning of the first interaction segment to the end of the last interaction segment, calculated as end time minus start time. This value includes the duration that interaction segments spend at network resources if they are employed in your environment.

Column ROUTING_POINT_SEGMENT_COUNT

The count of interaction segments associated with a routing point resource (RESOURCE_.NETWORK_ RESOURCE_FLAG = 0).

Column ROUTING_POINT_SEGMENT_DURATION

The sum of the durations, in seconds, of interaction segments associated with a routing point resource (RESOURCE_.NETWORK_RESOURCE_FLAG = 0).

Column QUEUE_SEGMENT_COUNT

The count of interaction segments associated with a queue resource (RESOURCE_.NETWORK_ RESOURCE_FLAG = 0).

Note: Virtual Queues are not included in this measure, since this field is calculated as a summary of the underlying INTERACTION_SEGMENT_FACTS, which do not represent Virtual Queues.

Column QUEUE_SEGMENT_DURATION

The sum of the durations, in seconds, of interaction segments associated with a queue resource (RESOURCE_.NETWORK_RESOURCE_FLAG = 0).

Note: Virtual Queues are not included in this measure, since this field is calculated as a summary of the underlying INTERACTION_SEGMENT_FACTS, which do not represent Virtual Queues.

Column IVR_PORT_SEGMENT_COUNT

The count of interaction segments associated with an IVR port resource (RESOURCE_.NETWORK_ RESOURCE_FLAG = 0).

Column IVR_PORT_SEGMENT_DURATION

The sum of the durations, in seconds, of interaction segments associated with an IVR port resource.

Column AGENT_SEGMENT_COUNT

The count of interaction segments associated with an agent resource (RESOURCE_.NETWORK_ RESOURCE_FLAG = 0).

Column AGENT_SEGMENT_DURATION

The sum of the durations (seconds) of interaction segments associated with an agent resource.

Column NETWORK_SEGMENT_COUNT

The total count of interaction segments that are associated with a network resource (RESOURCE_. NETWORK_RESOURCE_FLAG = 1).This value includes both routing and parking segments.

Column NETWORK_SEGMENT_DURATION

The total duration of interaction segments that are associated with a network resource (RESOURCE_. NETWORK_RESOURCE_FLAG = 1).This value includes both routing and parking segments.

Column ALERT_COUNT

The sum of the count of interaction segment states that represent resources being alerted, such as Ringing, for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

Column ALERT_DURATION

The sum of the durations, in seconds, of interaction segment states that represent resources being alerted, such as Ringing, for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

Column HANDLE_COUNT

The sum of the count of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only.

Column HANDLE_DURATION

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only.

Column WRAP_COUNT

The count of the interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The count applies only to agent resources and is either 0 or 1. The count reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

Column WRAP_DURATION

The sum of the durations, in seconds, of interaction segment states that represent wrapping up work, such as After Call Work, for voice interaction segments. The duration applies only to agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

Column AGENT_HANDLE_DURATION

The sum of the durations, in seconds, of interaction segment states that represent handling the interaction, such as Dialing, Talking, and Hold for voice interaction segments. The duration applies only to agent resources.

Column CUSTOMER_HANDLE_COUNT

The sum of the counts of interaction segment states that represent interacting with the customer, such as Talking for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_HANDLE_DURATION

The sum of the durations of interaction segment states that represent interacting with the customer, such as Talking, for voice interaction segments. The duration applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_WAIT_COUNT

The sum of the count of interaction segment states that represent the customer waiting, such as Hold and Queued for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_WAIT_DURATION

The sum of the durations, in seconds, of interaction segment states that represent the customer waiting, such as Hold and Queued for voice interaction segments. The duration applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column BASELINE_SERVICE_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice, this is measured from the interaction start time to the time an agent resource answered the call. This field is not populated for Multimedia interactions. This field's value is referenced by the user-defined key with an ID of 10041.

Column INITIAL_RESPONSE_DURATION

The elapsed time, in seconds, before the customer received service. For voice, the value of the voice-init-resp-duration configuration option determines the start time for calculation. For chat media, this is measured from the interaction's start time to the time an agent resource answered the call. For Multimedia e-mail interactions, this value is measured from the interaction's start time to the time an agent responded or an autoresponse was sent.

Column MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the timeframe required. This is set to value 1 if the value of INITIAL_RESPONSE_DURATION is less than or equal the value of BASELINE_SERVICE_OBJECTIVE.

Column REQUESTED_SKILL_COUNT

The count of requested skills.

Column MATCHED_SKILL_COUNT

The count of agent skills that matched the requested skills. The value is calculated for the earliest interaction segment that is associated with an agent and has the same requested skills as the interaction.

Column ANSWERED_WITH_SKILL_MATCH_FLAG

Indicates the interaction was answered by an agent who had skill matches for all the requested skills of the interaction. This value is set to 1 if REQUESTED_SKILL_COUNT is greater than 0 and MATCHED_SKILL_COUNT is equal to REQUESTED_SKILL_COUNT.

Column REVENUE_STD_CURRENCY

The revenue (standard currency) associated with the interaction. Reserved for future use.

Column COST_STD_CURRENCY

The cost (standard currency) associated with the interaction. Reserved for future use.

Column REVENUE_LOCAL_CURRENCY

The revenue (local currency) associated with the interaction. Reserved for future use.

Column COST_LOCAL_CURRENCY

The cost (local currency) associated with the interaction. Reserved for future use.

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 solutions, since there can be multiple target addresses. This value may represent a network resource address.

Column CASE_ID

The case ID as it appears in an external case management application. This field's value is referenced by the user-defined key with an ID of 10048.

Column USER_DATA_1 through USER_DATA_20

User-defined facts 1-20. Calculated by a configurable aggregate function applied to the interaction segments.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IXN2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
IXN2TNT_FK		Improves access time based on Tenant.
IDX_INT_EXT		Improves access time based on the media-specific fact extension table.
IDX_INT_ST_TOD		Improves access time based on Standard Tenant Time Of Day.
IDX_INT_RQSK		Improves access time based on Requested Skill or Requested Skill Combination.
IDX_INT_IT		Improves access time based on INTERACTION_TYPE.

Index - IXN2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - IXN2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_INT_EXT

Name	Sort
IXN FACT EXT KEY	Ascending

Index - IDX_INT_ST_TOD

Name	Sort
STD TENANT TIME OF DAY KEY	Ascending

Index - IDX_INT_RQSK

Name	Sort
REQUESTED SKILL KEY	Ascending

Index - IDX_INT_IT

Name	Sort
INTERACTION TYPE KEY	Ascending

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.

Table INTERACTION_RESOURCE_FACT

This table provides a summary of interaction segment rows (from INTERACTION_SEGMENT_FACT) summarizing a resource's handling of interactions into one row per IRF (INTERACTION_RESOURCE_FACT) resource for voice media type only. Each row includes the time that was required to distribute the interaction to the resource as well as the resource's contiguous participation in the interaction.

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

A row is added to this table for each attempt to reach a handling resource (where the IRF ends in mediation) and for each contacted handling resource that was involved in the interaction where the interaction contains an interaction segment fact row with a technical descriptor RESOURCE_ROLE value that is one of the following:
Initiated
Received
Routed_To
Diverted_To
Received_Consult

Received_Transfer
InConference

This table facilitates the creation of reports and serves as one of the primary tables from which AG2_* 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 spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in two time zones (GMT and standard). They are also stored as DATE_TIME dimension references in the standard tenant time zone. Multiple references to the ENTERPRISE_DATE, TENANT_DATE and TIME_OF_DAY dimensions indicate the start date and time of the interaction resource in two time zones (GMT and standard).

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

The RESOURCE_ dimension indicates the routing point, queue, IVR port, or agent that processed the interaction segment. The PLACE dimension indicates the place where 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 being requested.

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

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

As indicated above, many interaction attributes are formally modeled. However, deployment-specific attributes, in the form of user-defined attached data, are represented in the model. Low cardinality string user data associated with the interaction resource are represented using the USER_DATA and USER_DATA_2 dimensions. Numeric user data and high cardinality string user data associated with the interaction resource are represented as facts.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_START_DATE_TIME_KEY	int		X	X	
STD_TENANT_END_DATE_TIME_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int			X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PLACE_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
ROUTING_TARGET_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	
CUSTOMER_KEY	numeric(19)		X	X	
USER_DATA_KEY	int		X	X	
USER_DATA_2_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
INTERACTION_ID	numeric(19)		X	X	
ROOT_INTERACTION_ID	numeric(19)				
IXN_RES_FACT_EXT_KEY	numeric(19)			X	
RES_PREVIOUS_DT_STATE_KEY	int		X	X	
RES_PREVIOUS_SM_STATE_KEY	int		X	X	
RES_PREVIOUS_SM_STATE_FACT_KEY	numeric(19)			X	
PRIMARY_IXN_SEGMENT_ID	numeric(19)		X	X	
LAST_RP_RESOURCE_KEY	int		X	X	
LAST_QUEUE_RESOURCE_KEY	int		X	X	
LAST_IVR_RESOURCE_KEY	int		X	X	
MEDIATION_SEGMENT_ID	numeric(19)				
MEDIATION_RESOURCE_KEY	int		X	X	
MEDIATION_START_DATE_TIME_KEY	int				
GMT_START_TIME	datetime				

Code	Data Type	P	M	F	DV
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
INTERACTION_RESOURCE_ORDINAL	smallint				
FIRST_SVC_OR_ABN_FLAG	numeric(1)				
LAST_INTERACTION_RESOURCE	numeric(1)				
INTERACTION_SEGMENT_COUNT	smallint				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ROUTING_POINT_COUNT	smallint				
ROUTING_POINT_DURATION	int				
QUEUE_COUNT	smallint				
QUEUE_DURATION	int				
IVR_PORT_COUNT	smallint				
IVR_PORT_DURATION	int				
HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_COUNT	smallint				
PREVIOUS_MEDIATION_DURATION	int				
MEDIATION_DURATION	int				
MEDIATION_COUNT	smallint				
REQUESTED_SKILL_COUNT	smallint				
MATCHED_SKILL_COUNT	smallint				
BASELINE_SERVICE_OBJECTIVE	int				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				
SHORT_ABANDONED_FLAG	numeric(1)				
CONFERENCE_INITIATED_COUNT	smallint				
CONFERENCE_JOINED_COUNT	smallint				
CONSULT_INITIATED_COUNT	smallint				
CONSULT_RECEIVED_COUNT	smallint				
CASE_ID	varchar(255)				
USER_DATA_1	numeric(14,4)				
USER_DATA_2	numeric(14,4)				
USER_DATA_3	numeric(14,4)				

Code	Data Type	P	M	F	DV
USER_DATA_4	numeric(14,4)				
USER_DATA_5	numeric(14,4)				
USER_DATA_6	int				
USER_DATA_7	int				
USER_DATA_8	int				
USER_DATA_9	int				
USER_DATA_10	int				
USER_DATA_11	varchar(255)				
USER_DATA_12	varchar(255)				
USER_DATA_13	varchar(255)				
USER_DATA_14	varchar(255)				
USER_DATA_15	varchar(255)				
USER_DATA_16	varchar(128)				
USER_DATA_17	varchar(128)				
USER_DATA_18	varchar(128)				
USER_DATA_19	varchar(128)				
USER_DATA_20	varchar(128)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column INTERACTION_RESOURCE_ID

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the GMT time zone when the IRF resource's participation in the interaction began.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the GMT time zone when the IRF resource's participation in the interaction began.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the time of day in the GMT time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the IRF resource's participation in the interaction began.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the IRF resource's participation in the interaction began.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the time of day in the standard enterprise time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

Column STD_TENANT_START_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables to identify the calendar date and 15-minute interval in the standard tenant time zone when the IRF resource's participation in the interaction began.

Column STD_TENANT_END_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables to identify the calendar date and 15-minute interval in the standard tenant time zone when the IRF resource's participation in the interaction ended.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to identify the time of day in the standard tenant time zone when the IRF resource's participation in the interaction began. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

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

Column MEDIA_TYPE_KEY

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

Column TECHNICAL_DESCRIPTOR_KEY

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

Column MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the aggregate tables. This key represents the media resource associated with the IRF resource. For an agent or IVR port IRF resource, this refers to the agent's or IVR port's DN. For a queue or routing point resource, this key holds the same value as RESOURCE_KEY.

Column RESOURCE_KEY

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

Column RESOURCE_GROUP_COMBINATION_KEY

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

Column PLACE_KEY

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

Column STRATEGY_KEY

The surrogate key used to join to the STRATEGY dimension to the fact tables to identify the name of the routing strategy used during mediation of this IRF. The value is based on the last routing point (the interaction segment fact with the highest ordinal) involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a routing point resource.

Column ROUTING_TARGET_KEY

The surrogate key used to join the ROUTING_TARGET dimension to the fact tables to identify the routing target used during mediation of this IRF. The value is based on the last routing point (the interaction segment fact with the highest ordinal) involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a routing point resource.

Column REQUESTED_SKILL_KEY

The surrogate key used to join the REQUESTED_SKILL and REQUESTED_SKILL_COMBINATION dimensions to the fact table to identify the requested skills associated with the interaction. If requested skills were not specified during IRF mediation, they are inherited from the previous IRF. If requested skills were not specified for this interaction, this key references the default 'No Skill' dimension value.

Column INTERACTION_DESCRIPTOR_KEY

The surrogate key used to join the INTERACTION_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, associated with the interaction. If these attributes were not specified during this IRF mediation, they are inherited from the previous IRF. If they were not specified for this interaction, this key references the default 'Unspecified' dimension value.

Column CUSTOMER_KEY

The surrogate key used to join the CUSTOMER dimension to the fact tables. This value is inherited from the previous IRF if a new customer is not associated with this IRF. If no customer was specified during the interaction, the key will reference the default 'Unspecified' dimension value.

Column USER_DATA_KEY

The surrogate key used to join the USER_DATA dimension to the fact tables to identify the user-defined attached data attributes associated with the interaction. If no data values change during this IRF, UserData is inherited from the previous IRF. If UserData was not specified for this interaction, this key references the default 'Unspecified' dimension value.

Column USER_DATA_2_KEY

The surrogate key used to join the USER_DATA_2 dimension to the fact tables to identify the user-defined attached data attributes associated with the interaction. If no data values change during this IRF, UserData is inherited from the previous IRF. If UserData not specified for this interaction, this key references the default 'Unspecified' dimension value.

Column CREATE_AUDIT_KEY

Surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

Surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column INTERACTION_ID

The interaction fact primary key.

Column ROOT_INTERACTION_ID

The root interaction fact primary key. This field is always null.

Column IXN_RES_FACT_EXT_KEY

The key used to join the media-specific interaction resource fact extension to this table. The IRF's media type can be used to determine to which media-specific interaction resource fact extension table, such as the VOICE_RES_FACT_EXT table, to join this table.

Column RES_PREVIOUS_DT_STATE_KEY

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

Column RES_PREVIOUS_SM_STATE_KEY

The surrogate key 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 received or initiated during ACW or Not Ready agent states. If the IRF resource is other than an agent, this key references the default "Unknown" state value. The value of this field is equivalent to RES_PREVIOUS_DT_STATE_KEY when the agent is logged in to only one DN at one place.

Column RES_PREVIOUS_SM_STATE_FACT_KEY

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

Column PRIMARY_IXN_SEGMENT_ID

Indicates the primary interaction segment fact out of the group of interaction segments that were combined to form this IRF.

Column LAST_RP_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension to indicate the last routing point (having the greatest interaction segment fact ordinal value) that the interaction passed through prior to arriving at the IRF resource. The key references the default "No Resource" dimension value if the IRF mediation did not involve a routing point resource. If the IRF ended in a routing point resource, 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 (having the greatest interaction segment fact ordinal value) that the interaction passed through prior to arriving at the IRF resource. The key references the default "No Resource" dimension value if the IRF mediation did not involve a queue resource. If the IRF ended in a queue resource, this value is the same as RESOURCE_KEY.

Column LAST_IVR_RESOURCE_KEY

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

Column MEDIATION_SEGMENT_ID

The ID of the mediation segment fact row that distributed the interaction. This value is NULL for any mediation resource other than an ACD or virtual queue.

Column MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension to identify the mediation resource that distributed the interaction. Where the mediation DN is other than an ACD or virtual queue, this key references the default "No Resource" dimension value.

Column MEDIATION_START_DATE_TIME_KEY

The surrogate key to the DATE_TIME dimension to identify the starting date and time when the interaction began mediation to the IRF resource.

Column GMT_START_TIME

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

Column GMT_END_TIME

The GMT-equivalent date and time when the IRF resource's participation in the interaction ended.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the IRF resource's participation in the interaction began.

Column STD_ENTERPRISE_END_TIME

The standard enterprise date and time when the IRF resource's participation in the interaction ended.

Column STD_TENANT_START_TIME

The standard tenant date and time when the IRF resource's participation in the interaction began.

Column STD_TENANT_END_TIME

The standard tenant date and time when the IRF resource's participation in the interaction ended.

Column INTERACTION_RESOURCE_ORDINAL

The order in which the IRF occurred, starting with 1, relative to other IRFs of the same interaction.

Column FIRST_SVC_OR_ABN_FLAG

When set to 1, this flag indicates whether this row represents either:

- The first agent or self-service IVR application to be offered the interaction, or
- The resource where the interaction was abandoned before being offered to an agent or self-service IVR application.

This flag is set to 1 for only one of the IRFs that comprise the interaction and to 0 for the other IRFs.

Column LAST_INTERACTION_RESOURCE

Indicates whether this is the last IRF for this interaction: 0=No, 1=Yes.

Column INTERACTION_SEGMENT_COUNT

This value represents the number of interaction segments that were summarized to populate the IRF. It is for lineage purposes only.

Column TOTAL_DURATION

The total duration, in seconds, of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures.

Column LEAD_CLIP_DURATION

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

Column TRAIL_CLIP_DURATION

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

Column ROUTING_POINT_COUNT

Indicates whether the routing of this IRF occurred through a routing point DN: 0=No, 1=Yes.

Column ROUTING_POINT_DURATION

The sum of the durations, in seconds, that this IRF spent in routing point resources prior to arrival at the IRF resource.

Column QUEUE_COUNT

Indicates whether the routing of this IRF occurred through an ACD queue resource: 1=Yes, 0=No.

Column QUEUE_DURATION

The sum of the durations, in seconds, that this IRF spent in ACD queue resources prior to arrival at the IRF resource.

Column IVR_PORT_COUNT

The count of IRFs associated with an IVR port resource.

Column IVR_PORT_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR port resources prior to arrival at the IRF resource.

Column HANDLE_COUNT

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

Column CUSTOMER_HANDLE_COUNT

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

Column PREVIOUS_MEDIATION_DURATION

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

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time.

Column MEDIATION_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or nonself-service IVR ports) prior to reaching the resource represented by the IRF row. For voice interactions, this time is measured from the mediation start time of the IRF to the moment when the interaction arrives at the resource represented by the IRF row. This value does not include ring time at the IRF 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 REQUESTED_SKILL_COUNT

The count of skills requested during routing to find an appropriate agent.

Column MATCHED_SKILL_COUNT

The count of requested skills that matched the skills associated with the IRF resource. This field applies only to IRF rows that represent agent resources. For other resource types, this field's value is null.

Column BASELINE_SERVICE_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service according to a configurable baseline service object. For voice, this is measured from the IRF's mediation start time to the time an agent resource answered the call.

Column MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the timeframe required based on the value of BASELINE_SERVICE_OBJECTIVE: 1=Yes, 0=No.

Column SHORT_ABANDONED_FLAG

Indicates whether the IRF abandoned inside the short-abandoned threshold (determined by the short-abandon-threshold configuration option) while at the IRF resource. If TOTAL_DURATION is greater than or equal to this threshold, then this value is 0; otherwise, this value is 1.

Column CONFERENCE_INITIATED_COUNT

The count of conferences initiated by the IRF resource.

Column CONFERENCE_JOINED_COUNT

Indicates whether the IRF resource joined a conference during the IRF resource's participation in the interaction: 0=No, 1=Yes.

Column CONSULT_INITIATED_COUNT

The count of consultations initiated by the IRF resource.

Column CONSULT_RECEIVED_COUNT

Indicates whether the IRF resource was consulted by another resource during the IRF resource's participation in the interaction: 0=No, 1=Yes.

Column CASE_ID

The case ID as it appears in an external case management application.

Column USER_DATA_1 through USER_DATA_5

User-defined facts 1-5 (numeric with precision).

Column USER_DATA_6 through USER_DATA_10

User-defined facts 6-10 (numeric).

Column USER_DATA_11 through USER_DATA_20

User-defined facts 11-20 (text string).

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
IDX_IRF_DTM		Improves access time based on Tenant Start Date Time (tenant standard time zone) for mediation.
IDX_IRF_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
IDX_IRF_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
IDX_IRF_RC		Used by the aggregation process to determine changed data.
IDX_IRF_RU		Used by the aggregation process to determine changed data.
IDX_IRF_INT		Improves access time based on Interaction ID.
IDX_IRF_EXT		Improves access time based on the media-specific fact extension table.

Index - IDX_IRF_DTM

Name	Sort
MEDIATION START DATE TIME KEY	Ascending

Index - IDX_IRF_SDTI

Name	Sort
STD TENANT START DATE TIME KEY	Ascending

Index - IDX_IRF_AGGR

Name	Sort
STD TENANT END DATE TIME KEY	Ascending
INTERACTION RESOURCE ID	Ascending
STD TENANT START DATE TIME KEY	Ascending
INTERACTION TYPE KEY	Ascending
TECHNICAL DESCRIPTOR KEY	Ascending
INTERACTION ID	Ascending
RES PREVIOUS SM STATE FACT KEY	Ascending
HANDLE COUNT	Ascending
TOTAL DURATION	Ascending
LEAD CLIP DURATION	Ascending

Name	Sort
TRAIL CLIP DURATION	Ascending

Index - IDX_IRF_RC

Name	Sort
TENANT KEY	Ascending
GMT ROW CREATED TIME	Ascending

Index - IDX_IRF_RU

Name	Sort
TENANT KEY	Ascending
GMT ROW UPDATED TIME	Ascending

Index - IDX_IRF_INT

Name	Sort
INTERACTION ID	Ascending

Index - IDX_IRF_EXT

Name	Sort
IXN RES FACT EXT KEY	Ascending

Subject Areas

Code	Comment
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.

Table INTERACTION_RESOURCE_STATE

Allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state.

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

Column List

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

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X		
STATE_NAME	varchar(64)				
STATE_NAME_CODE	varchar(32)				
STATE_ROLE	varchar(64)				
STATE_ROLE_CODE	varchar(32)				
STATE_DESCRIPTOR	varchar(64)				
STATE_DESCRIPTOR_CODE	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column INTERACTION_RESOURCE_STATE_KEY

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

Column CREATE_AUDIT_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data update.

Column STATE_NAME

The media-neutral resource state. One of the following values:
Initiate
Alert
Connect
Hold
Wrap
Unknown

This value can change with localization.

Column STATE_NAME_CODE

The code of the media-neutral resource state. One of the following values:
INITIATE
ALERT
CONNECT
HOLD
WRAP
UNKNOWN

This value does not change with localization.

Column STATE_ROLE

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

This value can change with localization.

Column STATE_ROLE_CODE

The code of the state role. One of the following values:
INITIATOR
RECEIVER
UNKNOWN

This value does not change with localization.

Column STATE_DESCRIPTOR

For Voice, the detailed classification describing the resource state. One of the following values:
Inbound
Internal
Outbound
Outbound_OCS
Consult
Unknown

The value can change with localization.

Column STATE_DESCRIPTOR_CODE

The code of the resource state descriptor. One of the following values:
INBOUND
INTERNAL
OUTBOUND
OUTBOUND_OCS
CONSULT
UNKNOWN

This value does not change with localization.

Column GMT_ROW_CREATED_TIME

The date and time, GMT, that the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

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_SEGMENT_FACT

This table provides a media-neutral, contact center perspective of interaction activity. The grain of the fact is an accumulating snapshot that represents the duration of the activity.

Each row describes the activity of one resource with respect to an interaction. The interaction segment start and end dates and times are stored as facts in three time zones (GMT, standard, and local). Multiple references to the ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY dimensions indicate the start date and time of the interaction segment in three time zones (GMT, standard, and local).

When accessed through the Genesys Info Mart Views database schema, INTERACTION_SEGMENT_FACT is the view name that combines intraday and historical data. The corresponding intraday-only and historical-only views contain exactly the same columns as this combined view. To access intraday-only data, prefix the view name with R_. To access historical-only data, prefix the view name with H_.

Media-neutral counts and durations are provided which categorize the time spent on various activities, such as time spent in a queue, time spent handling the interaction, and time spent wrapping up the interaction. Since all interaction segments do not directly involve a customer, separate counts and durations are included to reflect the time that the customer spent waiting versus being serviced.

The RESOURCE_ dimension indicates the routing point, queue, IVR port, network resource, or agent that processed the interaction segment. The PLACE dimension indicates the place where the interaction segment was processed.

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

The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer), the type of service being requested and the business result of the interaction segment.

The STRATEGY dimension identifies the Genesys routing strategy or IVR application that processed the interaction segment.

The ROUTING_TARGET and REQUESTED_SKILL dimensions indicate the Genesys routers activities by identifying the target that was selected and the list of skills that were required to process the interaction.

Cost and revenue (both in local currency and a standard currency) are included as facts. The CURRENCY dimension indicates which currency applies to the local currency facts.

As indicated above, many interaction attributes are formally modeled. However, deployment-specific attributes, in the form of user-defined attached data or UserEvent-based key-value pair (KVP) data, are represented in the model. Low-cardinality, string user data associated with the interaction segment is represented using the USER_DATA dimension. Numeric user data and high-cardinality string user data associated with the interaction segment are represented as facts.

Column List

Code	Data Type	P	M	F	DV
INTERACTION_SEGMENT_ID	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int			X	
RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
ROUTING_TARGET_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	
CUSTOMER_KEY	numeric(19)		X	X	
CURRENCY_KEY	int		X	X	
USER_DATA_KEY	int		X	X	

Code	Data Type	P	M	F	DV
USER_DATA_2_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
INTERACTION_ID	numeric(19)		X	X	
ROOT_INTERACTION_ID	numeric(19)			X	
SEG_FACT_EXT_KEY	numeric(19)		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
ORDINAL	smallint				
LAST_SEGMENT	numeric(1)				
INTERACTION_SEGMENT_COUNT	smallint				
TOTAL_DURATION	int				
QUEUE_COUNT	smallint				
QUEUE_DURATION	int				
ALERT_COUNT	smallint				
ALERT_DURATION	int				
HANDLE_COUNT	smallint				
HANDLE_DURATION	int				
WRAP_COUNT	smallint				
WRAP_DURATION	int				
CUSTOMER_HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_DURATION	int				
CUSTOMER_WAIT_COUNT	smallint				
CUSTOMER_WAIT_DURATION	int				
REQUESTED_SKILL_COUNT	smallint				
MATCHED_SKILL_COUNT	smallint				
REVENUE_STD_CURRENCY	numeric(14,4)				
COST_STD_CURRENCY	numeric(14,4)				
REVENUE_LOCAL_CURRENCY	numeric(14,4)				
COST_LOCAL_CURRENCY	numeric(14,4)				

Code	Data Type	P	M	F	DV
MEDIA_SERVER_IXN_ID	numeric(20)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
TARGET_ADDRESS	varchar(255)				
CASE_ID	varchar(255)				
USER_DATA_1	numeric(14,4)				
USER_DATA_2	numeric(14,4)				
USER_DATA_3	numeric(14,4)				
USER_DATA_4	numeric(14,4)				
USER_DATA_5	numeric(14,4)				
USER_DATA_6	int				
USER_DATA_7	int				
USER_DATA_8	int				
USER_DATA_9	int				
USER_DATA_10	int				
USER_DATA_11	varchar(255)				
USER_DATA_12	varchar(255)				
USER_DATA_13	varchar(255)				
USER_DATA_14	varchar(255)				
USER_DATA_15	varchar(255)				
USER_DATA_16	varchar(128)				
USER_DATA_17	varchar(128)				
USER_DATA_18	varchar(128)				
USER_DATA_19	varchar(128)				
USER_DATA_20	varchar(128)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column INTERACTION_SEGMENT_ID

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting date of the interaction segment in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the local enterprise time zone. Reserved for future use. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the interaction segment in the local tenant time zone. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the interaction segment in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column INTERACTION_TYPE_KEY
The surrogate key used to join the INTERACTION_TYPE dimension to the fact tables.

Column MEDIA_TYPE_KEY
The surrogate key used to join the MEDIA_TYPE dimension to the fact tables.

Column TECHNICAL_DESCRIPTOR_KEY
The surrogate key used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables.

Column MEDIA_RESOURCE_KEY
The surrogate key used to join the RESOURCE_ dimension to the fact tables.

Column RESOURCE_KEY
The surrogate key used to join the RESOURCE_ dimension to the fact tables.

Column PLACE_KEY
The surrogate key used to join the PLACE dimension to the fact tables.

Column STRATEGY_KEY
The surrogate key used to join the STRATEGY dimension to the fact tables.

Column ROUTING_TARGET_KEY
The surrogate key used to join the ROUTING_ STRATEGY dimension to the fact tables.

Column REQUESTED_SKILL_KEY
The surrogate key used to join the REQUESTED_SKILL dimension to the fact tables. This key may reference multiple rows in the REQUESTED_SKILL dimension, where each row specifies one requested skill and minimum skill level, or proficiency.

Column INTERACTION_DESCRIPTOR_KEY
The surrogate key used to join the INTERACTION_ DESCRIPTOR dimension to the fact tables.

Column CUSTOMER_KEY
The surrogate key used to join the CUSTOMER dimension to the fact tables.

Column CURRENCY_KEY
The surrogate key used to join the CURRENCY dimension to the fact tables. Reserved for future use.

Column USER_DATA_KEY
The surrogate key used to join the USER_DATA dimension to the fact tables.

Column USER_DATA_2_KEY
The surrogate key used to join the USER_DATA_2 dimension to the fact tables.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column INTERACTION_ID
The foreign key used to join the underlying interaction segment facts to their interaction fact.

Column ROOT_INTERACTION_ID
Reserved for future use.

Column SEG_FACT_EXT_KEY
The key used to join the media-specific interaction segment fact extension table to the interaction segment fact table. The media type of the interaction segment fact can be used to determine which media-specific interaction segment fact extension table to join to the interaction segment fact table.

Column GMT_START_TIME
The GMT-equivalent date and time when the interaction segment started.

Column GMT_END_TIME
The GMT-equivalent date and time when interaction segment ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the interaction segment started.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when the interaction segment ended.

Column STD_TENANT_START_TIME
The tenant standard date and time when the interaction segment started.

Column STD_TENANT_END_TIME
The tenant standard date and time when the interaction segment ended.

Column LOCAL_START_TIME
The local date and time when the interaction segment started. Reserved for future use.

Column LOCAL_END_TIME

The local date and time when the interaction segment ended. Reserved for future use.

Column ORDINAL

The order the interaction segment occurred, starting with 1, relative to the other interaction segments of the same interaction.

Column LAST_SEGMENT

Indicates whether this is the last segment for this interaction. 0=No, 1=Yes.

Column INTERACTION_SEGMENT_COUNT

The interaction segment count (always 1). Useful for calculating count of interaction segments using the sum method.

Column TOTAL_DURATION

The total duration, in seconds, of the interaction segment. This value is based on the actual start time and end time of the interaction segment. As such, it will not always equal the sum of ALERT_DURATION, HANDLE_DURATION, and WRAP_DURATION. In some cases, TOTAL_DURATION will be shorter, because HANDLE_DURATION contains overlaps between media-specific states such as DIAL_DURATION and HOLD_DURATION. In other cases, TOTAL_DURATION might be longer because there is duration, between the end of HANDLE_DURATION and the beginning of WRAP_DURATION, that is unaccounted for.

Column QUEUE_COUNT

The count applies only to queue and routing point resources (including resources for which NETWORK_ RESOURCE_FLAG = 1) and is either 0 or 1.

Column QUEUE_DURATION

The duration applies only to queue and routing point resources (including resources for which NETWORK_ RESOURCE_FLAG = 1).

Column ALERT_COUNT

The count of interaction segment states that represent the associated resource being alerted, such as Ringing for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING). The value is either 0 or 1.

Column ALERT_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource being alerted, such as Ringing for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ALERTING).

Column HANDLE_COUNT

The count of interaction segment states that represent the associated resource handling the interaction, such as Dialing, Talking and Hold for voice interaction segments. The count applies only to IVR port and agent resources and reflects activity on premise segments only.

Column HANDLE_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource handling the interaction, such as Dialing, Talking and Hold for voice interaction segments. The duration applies only to IVR port and agent resources and reflects activity on premise segments only.

Column WRAP_COUNT

The count of the interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The count applies only to agent resources and is either 0 or 1. The count reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support Wrap state.

Column WRAP_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource wrapping up its work, such as After Call Work, for voice interaction segments. The duration applies only to agent resources and reflects activity on premise segments only (because network resources typically do not have states that map to ACW). Multimedia solution interactions do not support the Wrap state. This value does not include the entire duration in which the agent makes or takes a call during ACW. In this scenario, the duration includes only the time between the start of ACW and the start of the first call made or taken while in ACW.

Column CUSTOMER_HANDLE_COUNT

The count of interaction segment states that represent the associated resource interacting with the customer, such as Talking, for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_HANDLE_DURATION

The duration, in seconds, of interaction segment states that represent the associated resource interacting with the customer, such as Talking, for voice interaction segments. The count applies to interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_WAIT_COUNT

The count of interaction segment states that represent the customer waiting, such as Hold and Queued, for voice interaction segments. The count applies interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column CUSTOMER_WAIT_DURATION

The duration, in seconds, of interaction segment states that represent the customer waiting, such as Hold and Queued, for voice interaction segments. The duration applies interaction segments that are directly associated with the customer and reflects activity on premise segments only.

Column REQUESTED_SKILL_COUNT

The count of requested skills.

Column MATCHED_SKILL_COUNT

The count of requested skills that matched those of the associated resource.

Column REVENUE_STD_CURRENCY

The revenue (standard currency) associated with the interaction segment. Reserved for future use.

Column COST_STD_CURRENCY

The cost (standard currency) associated with the interaction segment. Reserved for future use.

Column REVENUE_LOCAL_CURRENCY

The revenue (local currency) associated with the interaction segment. Reserved for future use.

Column COST_LOCAL_CURRENCY

The cost (local currency) associated with the interaction segment. Reserved for future use.

Column MEDIA_SERVER_IXN_ID

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

Column MEDIA_SERVER_IXN_GUID

The interaction GUID as reported by the interaction media server for the current call in the interaction. This GUID may not be unique. In the case of T-Server voice interactions, the GUID is the call's UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

Column TARGET_ADDRESS

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

Column CASE_ID

The case ID as it appears in an external case management application.

Column USER_DATA_1 through USER_DATA_10

Numeric facts whose values are referenced by the user-defined keys having an ID of 10021 through 10030, respectively.

Column USER_DATA_11 through USER_DATA_20

Text data attributes whose values are referenced by the user-defined keys having an ID of 10031 through 10040, respectively.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
SEG2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
IDX_ISF_INT_ID		Improves access time based on the Interaction ID.
IDX_ISF_RES		Improves access time based on Resource.
IDX_ISF_EXT		Improves access time based on the media specific fact extension table.
IDX_ISF_MSIG		Improves access time based on MEDIA_SERVER_IXN_GUID.

Index - SEG2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - IDX_ISF_INT_ID

Name	Sort
INTERACTION ID	Ascending

Index - IDX_ISF_RES

Name	Sort
RESOURCE KEY	Ascending

Index - IDX_ISF_EXT

Name	Sort
SEG FACT EXT KEY	Ascending

Index - IDX_ISF_MSIG

Name	Sort
MEDIA SERVER IXN GUID	Ascending

Subject Areas

Code	Comment
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table INTERACTION_TYPE

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

Column List

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

Column INTERACTION_TYPE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column INTERACTION_TYPE

The interaction type. One of the following values:
Unknown
Internal
Inbound
Outbound

This value can change with localization.

Column INTERACTION_TYPE_CODE

The interaction type code. One of the following:
UNKNOWN
INTERNAL
INBOUND
OUTBOUND

This value does not change with localization.

Column INTERACTION_SUBTYPE

The interaction subtype. One of the following values:
Unspecified
InternalCollaborationInvite
InternalCollaborationReply
InboundCollaborationReply
InboundNDR
InboundNew
InboundCustomerReply
OutboundAutoResponse
OutboundAcknowledgement
OutboundCollaborationInvite
OutboundContact
OutboundNew
OutboundNotification
OutboundRedirect
OutboundReply

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 interaction subtype. One of the following values:
UNSPECIFIED
INTERNALCOLLABORATIONINVITE
INTERNALCOLLABORATIONREPLY
INBOUNDCOLLABORATIONREPLY
INBOUNDCUSTOMERREPLY
INBOUNDNDR
INBOUNDNEW
OUTBOUNDAUTORESPONSE
OUTBOUNDACKNOWLEDGEMENT
OUTBOUNDCOLLABORATIONINVITE
OUTBOUNDCONTACT
OUTBOUNDNEW
OUTBOUNDNOTIFICATION
OUTBOUNDREDIRECT
OUTBOUNDREPLY

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 GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.

Table IXN_RESOURCE_STATE_FACT

Each row in this table describes an agent resource's interaction-related state. 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 facts in two time zones (GMT and standard). They are also stored as DATE_TIME dimension references in the standard tenant time zone. The start date and time are also stored as dimension references for ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY in two time zones (GMT and standard). The place associated with the resource state is also included as a dimensional reference.

Column List

Code	Data Type	P	M	F	DV
IXN_RESOURCE_STATE_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_TENANT_START_DATE_TIME_KEY	int		X	X	
STD_TENANT_END_DATE_TIME_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	

Code	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
INTERACTION_RESOURCE_STATE_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
INTERACTION_RESOURCE_ID	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
TARGET_ADDRESS	varchar(255)				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column IXN_RESOURCE_STATE_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction resource state fact began.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction resource state fact began.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the GMT time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the standard enterprise time zone when the interaction resource state fact began.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction resource state fact began.

Column STD_TENANT_START_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables to indicate the calendar date and 15-minute interval in the standard tenant time zone when the interaction resource state fact began.

Column STD_TENANT_END_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables to indicate the calendar date and 15-minute interval in the standard tenant time zone when the interaction resource state fact ended.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the standard enterprise time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the standard tenant time zone when the interaction resource state fact began. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

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

Column MEDIA_TYPE_KEY

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

Column RESOURCE_KEY

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

Column MEDIA_RESOURCE_KEY
The surrogate key used to join the RESOURCE_ dimension to the fact tables.

Column PLACE_KEY
The surrogate key used to join the PLACE dimension to the fact tables.

Column INTERACTION_RESOURCE_STATE_KEY
The surrogate key used to join the INTERACTION_RESOURCE_STATE dimension to the fact tables.

Column INTERACTION_TYPE_KEY
The surrogate key used to join the INTERACTION_TYPE dimension to the fact tables.

Column CREATE_AUDIT_KEY
Surrogate key used to join to the AUDIT dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
Surrogate key used to join to the AUDIT dimension. Specifies the lineage for data update.

Column INTERACTION_RESOURCE_ID
The interaction resource fact primary key.

Column GMT_START_TIME
The GMT-equivalent date and time when the interaction resource state fact began.

Column GMT_END_TIME
The GMT-equivalent date and time when the interaction resource state fact ended.

Column STD_ENTERPRISE_START_TIME
The standard enterprise date and time when the interaction resource state fact began.

Column STD_ENTERPRISE_END_TIME
The standard enterprise date and time when the interaction resource state fact ended.

Column STD_TENANT_START_TIME
The standard tenant date and time when the interaction resource state fact began.

Column STD_TENANT_END_TIME
The standard tenant date and time when the interaction resource state fact ended.

Column TOTAL_DURATION

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

Column LEAD_CLIP_DURATION

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

Column TRAIL_CLIP_DURATION

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

Column TARGET_ADDRESS

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

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The date and time, GMT, that the row was created.

Column GMT_ROW_UPDATED_TIME

The date and time, GMT, that the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged (1 = Yes).

Index List

Code	U	Description text
IDX_IRSF_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
IDX_IRSF_RC		Used by the aggregation process to determine changed data.
IDX_IRSF_IRF		Improves access time based on Interaction Resource ID.

Index - IDX_IRSF_AGGR

Name	Sort
STD TENANT END DATE TIME KEY	Ascending
INTERACTION_RESOURCE_ID	Ascending
STD TENANT START DATE TIME KEY	Ascending
INTERACTION RESOURCE STATE KEY	Ascending
TENANT KEY	Ascending
MEDIA TYPE KEY	Ascending
RESOURCE KEY	Ascending
INTERACTION TYPE KEY	Ascending
TOTAL DURATION	Ascending
LEAD CLIP DURATION	Ascending
TRAIL CLIP DURATION	Ascending

Index - IDX_IRSF_RC

Name	Sort
TENANT KEY	Ascending
GMT ROW CREATED TIME	Ascending

Index - IDX_IRSF_IRF

Name	Sort
INTERACTION_RESOURCE_ID	Ascending

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 MEDIA_TYPE

Allows facts to be described based on media type, such as voice. Each row describes one media type. The Genesys Info Mart Server adds new Open Media media types to this table as they are encountered.

Column List

Code	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X	X	
MEDIA_NAME	varchar(64)				
MEDIA_NAME_CODE	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column MEDIA_TYPE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column MEDIA_NAME

The media name. For voice and multimedia, one of the following values:
None
Voice
Email
Chat
SIP Chat

For Open Media media types, this value, originally sourced from Interaction Server, is read directly from the underlying ICON application supplying data to Info Mart.

This value can change with localization.

Column MEDIA_NAME_CODE

The media name code. For voice and multimedia, one of the following values:
NONE
VOICE
EMAIL
CHAT
SIP_CHAT

For Open Media media types, this value, originally sourced from Interaction Server, is read directly from the underlying ICON application supplying data to Info Mart.

This value does not change with localization.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.
Resource_Session	Represents detailed agent resource media sessions from login to logout.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).

Code	Comment
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, such as virtual and ACD queues. 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:

- Abandoned in the mediation DN.
- Cleared from the mediation DN (for virtual queues only).
- Distributed from the mediation DN, including the time 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 and virtual queue activity is populated; for Multimedia, both active and completed virtual queue activity is populated.

The mediation segment start and end dates and times are stored as facts in three time zones (GMT, standard, and local). Multiple references to the ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY dimensions indicate the start date and time of the mediation segment in three time zones (GMT, standard, and local). A reference to the DATE_TIME dimension indicates the start date and 15-minute interval in standard tenant time zone.

Column List

Code	Data Type	P	M	F	DV
MEDIATION_SEGMENT_ID	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_TENANT_DATE_TIME_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
INTERACTION_ID	numeric(19)			X	
MEDIA_SERVER_IXN_GUID	varchar(50)				
MEDIATION_GUID	varchar(50)				
MEDIATION_SEGMENT_COUNT	smallint				
TOTAL_DURATION	int				
MEDIATION_DURATION	int				
TARGET_IXN_SEGMENT_ID	numeric(19)			X	
TARGET_SEG_FACT_EXT_KEY	numeric(19)				
TARGET_IXN_RESOURCE_ID	numeric(19)			X	
TARGET_RES_FACT_EXT_KEY	numeric(19)				
TARGET_RESOURCE_KEY	int			X	
TARGET_RES_GROUP_COMBO_KEY	int			X	
TARGET_MEDIA_RESOURCE_KEY	int			X	
TARGET_PLACE_KEY	int			X	
SHORT_ABANDONED_FLAG	numeric(1)				
ANSWER_THRESHOLD	int				
MET_THRESHOLD_FLAG	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column MEDIATION_SEGMENT_ID

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the GMT time zone when the interaction entered the mediation DN.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_ dimension to the fact tables to indicate the date in the GMT time zone when the interaction entered the mediation DN.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the GMT time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the standard enterprise time zone when the interaction entered the mediation DN.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction entered the mediation DN.

Column STD_TENANT_DATE_TIME_KEY

The surrogate key used to join the DATE _TIME dimension to the fact tables to indicate the date in the standard tenant time zone when the interaction entered the mediation DN. Specifies the date and 15-minute interval of the day.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the standard enterprise time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the standard tenant time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date in the local enterprise time zone when the interaction entered the mediation DN. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date in the local tenant time zone when the interaction entered the mediation DN. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day in the local time zone when the interaction entered the mediation DN. Specifies the minute of the day, starting with 1. Reserved for future use.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column TENANT_KEY

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

Column INTERACTION_TYPE_KEY

The surrogate key used to join this table to the INTERACTION_TYPE dimension to identify the interaction's type. For voice interactions, this value is derived from the related INTERACTION_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction that was placed in the virtual queue.

Column MEDIA_TYPE_KEY

The surrogate key used to join this table to the MEDIA_TYPE dimension to identify the media type associated with this interaction segment. For voice interactions, this value is derived from the related INTERACTION_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction that was placed in the virtual queue.

Column TECHNICAL_DESCRIPTOR_KEY

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

Column RESOURCE_GROUP_COMBINATION_KEY

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

Column INTERACTION_ID

The interaction fact primary key.

Column MEDIA_SERVER_IXN_GUID

The unique interaction ID as reported by the interaction media server. In the case of T-Server Voice, the GUID is the call's UUID. In the case of Multimedia, the GUID is the interaction ID from Interaction Server.

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. GIM uses this ID to implement HA deduplication of virtual queue activity between two IDBs. For ACD queue activity, this field contains the party ID for the ACD queue party as reported by ICON.

Column MEDIATION_SEGMENT_COUNT

The mediation DN segment count (always 1). This field is useful for calculating the count of mediation DN segments, using the sum method.

Column TOTAL_DURATION

The time, in seconds, from when the interaction enters the mediation DN until the interaction reaches the target resource following distribution from the mediation DN. In cases where the interaction is answered by an agent or abandoned while ringing at the agent, TOTAL_DURATION includes ring time. In cases where the interaction is abandoned or cleared, TOTAL_DURATION equals MEDIATION_DURATION, which is described below.

Column MEDIATION_DURATION

The time, in seconds, from when the interaction enters the mediation DN until the interaction is removed, for any reason. This duration excludes any durations associated with the interaction after it has left the mediation DN but includes any associated duration while the interaction was stuck in a virtual queue.

Column TARGET_IXN_SEGMENT_ID

The interaction segment ID of the target of the distribution from this mediation DN. This ID is used to join to the INTERACTION_SEGMENT_FACT table.

Column TARGET_SEG_FACT_EXT_KEY

The segment extension fact key of the target of the distribution from this mediation DN. This key is used to join this table to the VOICE_SEG_FACT_EXT or MMEDIA_SEG_FACT_EXT table, depending on the media type.

Column TARGET_IXN_RESOURCE_ID

The interaction resource ID of the target of the distribution from this mediation DN used to join this table to the INTERACTION_RESOURCE_FACT table. This field is null for other than voice interactions.

Column TARGET_RES_FACT_EXT_KEY

The segment extension fact key of the target of the distribution from this mediation DN used to join this table to the VOICE_RES_FACT_EXT table. This field is null for other than voice interactions.

Column TARGET_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension. The resource key of the target of the distribution from this mediation DN. This field references the default 'No Resource' value if there is no target resource.

Column TARGET_RES_GROUP_COMBO_KEY

Used to join this table to the RESOURCE_GROUP_COMBINATION dimension. The resource group combination key of the target of the distribution from this mediation DN. This key represents the groups to which the target resource was a member at the time it was offered the interaction. This field references the default 'No Group' dimension value if the target resource belongs to no group.

Column TARGET_MEDIA_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension. The media resource key of the target of the distribution from this mediation DN.

Column TARGET_PLACE_KEY

Used to join this table to the PLACE dimension. The place key of the target of the distribution from this mediation DN. This field references the default 'No Place' value if the target media resource is not associated with a place.

Column SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned in the mediation DN within a predefined threshold (defined by the q-short-abandoned-threshold-voice configuration option), in which case the value is 1, or abandoned in the mediation DN outside this threshold (value is 0). If the interaction was not abandoned at all, this value is 0.

Column ANSWER_THRESHOLD

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

Column MET_THRESHOLD_FLAG

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold (defined by the q-answer-threshold-voice or q-answer-threshold-mm configuration options). If so, the value of this field is 1; if otherwise, the value is 0.

Column GMT_START_TIME

The GMT-equivalent date and time when the interaction entered the mediation DN.

Column GMT_END_TIME

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

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the interaction entered the mediation DN.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The standard tenant date and time when the interaction entered the mediation DN.

Column STD_TENANT_END_TIME

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

Column LOCAL_START_TIME

The local date and time when the interaction entered the mediation DN. Reserved for future use.

Column LOCAL_END_TIME

Reserved for future use.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
MSS2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
MSS2TNT_FK		Improves access time based on Tenant.
IDX_MS_INT		Improves access time based on Interaction ID.
IDX_MSF_DT		Improves access time based on DATE_TIME (tenant standard time zone).
IDX_MSF_IRF		Improves access time based on Target Interaction Resource ID.
IDX_MSF_RC		Used by the aggregation process to determine changed data.

Index - MSS2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - MSS2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_MS_INT

Name	Sort
INTERACTION_ID	Ascending

Index - IDX_MSF_DT

Name	Sort
STD TENANT DATE TIME KEY	Ascending
TENANT KEY	Ascending
MEDIA TYPE KEY	Ascending

Index - IDX_MSF_IRF

Name	Sort
TARGET_IXN_RESOURCE_ID	Ascending

Index - IDX_MSF_RC

Name	Sort
TENANT KEY	Ascending
MEDIA TYPE KEY	Ascending
GMT ROW CREATED TIME	Ascending

Subject Areas

Code	Comment
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.

Table MMEDIA_IXN_FACT_EXT

This table represents interactions from the perspective of a specific Multimedia Solution media type. Information about the same interactions is captured in the INTERACTION_FACT table; however, the INTERACTION_FACT table characterizes the interactions in a media-neutral way, while this table characterizes interactions in a media-specific way and includes media-specific facts.

References to the ENTERPRISE_DATE and TENANT_DATE dimension indicate the starting date of the multimedia interaction fact in the standard time zone. These are provided to enable date range partitioning of this fact table.

Column List

Code	Data Type	P	M	F	DV
MMEDIA_IXN_FACT_EXT_KEY	numeric(19)	X	X		
STD_ENTERPRISE_DATE_KEY	int		X		
STD_TENANT_DATE_KEY	int		X		
MEDIA_SERVER_GMT_START_TIME	datetime				
MEDIA_SERVER_IXN_ONLINE_FLAG	numeric(1)				
FROM_DOMAIN	varchar(255)				
SUBJECT	varchar(255)				
CONTACT_ID	varchar(255)				
TOTAL_TRANSFER_COUNT	smallint				
TOTAL_CONSULT_COUNT	smallint				
TOTAL_CONSULT_DURATION	int				

Code	Data Type	P	M	F	DV
TOTAL_CONFERENCE_COUNT	smallint				
TOTAL_CONFERENCE_DURATION	int				
ANSWERED_BY_AGENT_FLAG	numeric(1)				
TRANSFERRED_BY_AGENT_FLAG	numeric(1)				
WEBFORM_FLAG	numeric(1)				
AUTO_RESPONSE_FLAG	numeric(1)				
AUTO_RESPONSE_NAME	varchar(255)				
AUTO_ACK_FLAG	numeric(1)				
AUTO_ACK_NAME	varchar(255)				
ABANDONED_BY_CUSTOMER_FLAG	numeric(1)				
DURATION_BEFORE_ABANDON	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column MMEDIA_IXN_FACT_EXT_KEY

The primary key of this table.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join this table to the ENTERPRISE_DATE dimension using the standard enterprise time zone. Allows table data to be partitioned by ENTERPRISE_DATE dimension surrogate key ranges.

Column STD_TENANT_DATE_KEY

The surrogate key used to join this table to the TENANT_DATE dimension using the standard tenant time zone. Allows table data to be partitioned by TENANT_DATE dimension surrogate key ranges.

Column MEDIA_SERVER_GMT_START_TIME

The GMT-equivalent date and time when the Media Server received the interaction.

Column MEDIA_SERVER_IXN_ONLINE_FLAG

A flag indicating whether the primary media server interaction associated with this interaction was ever associated with an online session (as is the case for chat interactions): 0=No, 1=Yes.

Column FROM_DOMAIN

The domain portion of the value stored in the INTERACTION_FACT.SOURCE_ADDRESS field.

Column SUBJECT

The subject of the primary media server interaction.

Column CONTACT_ID

The Universal Contact Server ID for this contact.

Column TOTAL_TRANSFER_COUNT

The number of times this interaction was transferred; if the interaction has never been transferred, this value is 0.

Column TOTAL_CONSULT_COUNT

The number of initiated consultations, calculated as the sum of those interaction segments having a technical role of INITIATEDCONSULT.

Column TOTAL_CONSULT_DURATION

The total duration, in seconds, of initiated consultations, calculated as the sum of durations of the interaction segments with a technical role of INITIATEDCONSULT.

Column TOTAL_CONFERENCE_COUNT

The total count of conferenced resources, calculated as the sum of interaction segments with a technical role of INCONFERENCE.

Column TOTAL_CONFERENCE_DURATION

The duration, in seconds, of conferenced resources, calculated as the sum of durations of interaction segments with a technical role of INCONFERENCE.

Column ANSWERED_BY_AGENT_FLAG

A flag indicating whether an agent answered the interaction: 0=No, 1=Yes.

Column TRANSFERRED_BY_AGENT_FLAG

A flag indicating whether the first connected agent transferred the interaction to another resource: 0=No, 1=Yes.

Column WEBFORM_FLAG

A flag indicating whether the primary media server interaction is a webform: 0=No, 1=Yes.

Column AUTO_RESPONSE_FLAG

A flag indicating whether the media server interaction contains an auto-response: 0=No, 1=Yes.

Column AUTO_RESPONSE_NAME

If the interaction contains an auto-response (AUTO_RESPONSE_FLAG=1), then this field stores the name of the auto-response used; otherwise this field is null.

Column AUTO_ACK_FLAG

A flag indicating whether the primary media server interaction contains an auto-acknowledgement: 0=No, 1=Yes.

Column AUTO_ACK_NAME

If the interaction contains an auto-acknowledgement (AUTO_ACK_FLAG=1), then this field stores the name of the acknowledgement used; otherwise, this field is null.

Column ABANDONED_BY_CUSTOMER_FLAG

A flag indicating whether the interaction was abandoned by the customer: 0=No, 1=Yes.

Column DURATION_BEFORE_ABANDON

The amount of time that elapsed in seconds before the customer abandoned the interaction. Refer to the *Genesys Info Mart 7.6 User's Guide* for indepth discussion describing how GIM determines an interaction to be abandoned by the customer.

Column ACTIVE_FLAG

A flag indicating whether the interaction is currently active: 0=No, 1=Yes.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.

Table MMEDIA_SEG_FACT_EXT

Represents interaction segments from the perspective of a Multimedia Solution media type, such as chat or e-mail. Information about the same interaction segments is captured in the

INTERACTION_SEGMENT_FACT table. However, the INTERACTION_SEGMENT_FACT table characterizes the interaction segments in a media-neutral way, whereas this table characterizes interaction segments in a media-specific way and includes media-specific facts.

References to the ENTERPRISE_DATE and TENANT_DATE dimension indicate the starting date of the multimedia segment fact in the standard time zone. These are provided to enable date range partitioning of this fact table.

Column List

Code	Data Type	P	M	F	DV
MMEDIA_SEG_FACT_EXT_KEY	numeric(19)	X	X		
STD_ENTERPRISE_DATE_KEY	int		X		
STD_TENANT_DATE_KEY	int		X		
SEG_INTERACTION_TYPE_KEY	int		X		
STOP_ACTION_KEY	int			X	
MEDIA_SERVER_IXN_ONLINE_FLAG	numeric(1)				
ABANDONED_BY_CUSTOMER_FLAG	numeric(1)				
QUEUE_TO_QUEUE_FLAG	numeric(1)				
FROM_RESOURCE_KEY	int				
PREV_RESOURCE_KEY	int				
CONTACT_ID	varchar(255)				
WORKBIN_TYPE	varchar(4)				
WORKBIN_GROUP_KEY	int				
WORKBIN_PLACE_KEY	int				
WORKBIN_RESOURCE_KEY	int				
PREV_QUE_OR_WKB_RESOURCE_KEY	int				
PREV_WORKBIN_TYPE	varchar(4)				
PREV_WORKBIN_GROUP_KEY	int				
PREV_WORKBIN_PLACE_KEY	int				
PREV_WORKBIN_RESOURCE_KEY	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column MMEDIA_SEG_FACT_EXT_KEY

The primary key of this table matching that of the parent table, MMEDIA_IXN_FACT_EXT.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join this table to the ENTERPRISE_DATE dimension using the standard enterprise time zone. Allows table data to be partitioned by ENTERPRISE_DATE dimension surrogate key ranges.

Column STD_TENANT_DATE_KEY

The surrogate key used to join this table to the TENANT_DATE dimension using the standard tenant time zone. Allows table data to be partitioned by TENANT_DATE dimension surrogate key ranges.

Column SEG_INTERACTION_TYPE_KEY

The surrogate key used to join this table to the INTERACTION_TYPE dimension to identify the Interaction Server interaction type and subtype. The SEG_INTERACTION_TYPE_KEY of this multimedia segment may differ from the INTERACTION_TYPE_KEY in the associated INTERACTION_SEGMENT_FACT because the INTERACTION_TYPE_KEY in the INTERACTION_SEGMENT_FACT (and in the INTERACTION_FACT) represent the interaction type of the root interaction. Additionally, the INTERACTION_TYPE_KEY may not contain detailed subtype information (due to the populate-detailed-ixn-subtype configuration option which preserves the legacy content of that field).

Column STOP_ACTION_KEY

The surrogate key used to join this table to the STOP_ACTION dimension to indicate the reason why the media server interaction associated with this segment was stopped, if it was stopped at this segment.

Column MEDIA_SERVER_IXN_ONLINE_FLAG

A flag indicating whether the media server interaction associated with this segment was ever associated with an online session (as is the case for chat interactions):
0 = No, never associated with an online session
1 = Yes

Note: An online interaction might not be indicated as online at the time the interaction is created.

Column ABANDONED_BY_CUSTOMER_FLAG

A flag indicating whether the interaction was abandoned by the customer during this segment:
0 = No, the interaction was not abandoned by the customer.
1 = Yes

Note: With Interaction Server's Online enhancements in the 7.6 release, it is possible for an interaction to be abandoned by the customer, to continue to live on, and to have much more activity recorded about it including subsequent replies to the customer.

Column QUEUE_TO_QUEUE_FLAG

A flag indicating whether the interaction was pulled from a queue or workbin and then placed into a queue or workbin in a single action, typically by a supervisor: 0=.No, 1=Yes.

If Yes:

- The PREV_RESOURCE_KEY field identifies the agent or strategy resource that moved the interaction.
- The PREV_QUE_OR_WKB_RESOURCE_KEY field identifies the queue or workbin resource from which the interaction was moved.
- The PREV_WORKBIN_* fields identify the specific workbin instance, if the PREV_QUE_OR_WKB_RESOURCE_KEY field identifies a workbin.
- The RESOURCE_KEY in the INTERACTION_SEGMENT_FACT table identifies the queue or workbin to which the interaction was moved. If moved to a workbin, the WORKBIN_* fields identify the specific workbin instance.

Column FROM_RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension. This field identifies the agent resource who initiated an invitation to the resource associated with this interaction segment (including transfer-through-a-queue scenarios). If no agent resource initiated an invitation, this field references the default 'No Resource' dimension value.

Column PREV_RESOURCE_KEY

The surrogate key used to join records in this table to the RESOURCE_ dimension. This field identifies the previous agent, strategy, queue, or workbin resource of the media server interaction associated with this interaction segment. If no previous resource exists, this field references the default 'No Resource' dimension value.

Column CONTACT_ID

The Universal Contact Server ID for this contact.

Column WORKBIN_TYPE

Indicates the type of workbin:
0 = Not a Workbin
A = Agent
AG = Agent Group
P = Place
PG = Place Group

The value does not change with localization.

Column WORKBIN_GROUP_KEY

The surrogate key used to join records in this table to the GROUP_ dimension. This field identifies the Agent Group or Place Group Workbin instance (from the WORKBIN_TYPE field) that is associated with this interaction segment. If the workbin type indicates an agent or a place, then this field references the default "No Group" dimension value.

Column WORKBIN_PLACE_KEY

The surrogate key used to join records in this table to the PLACE dimension. This field indicates the Place Workbin instance (from the WORKBIN_TYPE field) that is associated with this interaction segment. If the workbin type indicates an agent or group, then this field references the default "No Resource" dimension value.

Column WORKBIN_RESOURCE_KEY

The surrogate key used to join records in this table to the RESOURCE_ dimension. This fields indicates the Agent Workbin instance (from the WORKBIN_TYPE field) that is associated with this interaction segment. If the workbin type indicates a place or group, then this field references the default "No Resource" dimension value.

Column PREV_QUE_OR_WKB_RESOURCE_KEY

The surrogate key used to join records in this table to the RESOURCE_ dimension that identifies the previous queue or workbin resource of the media server interaction associated with this interaction segment.

Column PREV_WORKBIN_TYPE

If the PREV_QUE_OR_WKB_RESOURCE_KEY field indicates a workbin, this field indicates the type of workbin:
0 = Not a Workbin
A = Agent
AG = Agent Group
P = Place
PG = Place Group

The value does not change with localization.

Column PREV_WORKBIN_GROUP_KEY

If the PREV_QUE_OR_WKB_RESOURCE_KEY field indicates a workbin, this field is the surrogate key used to join records in this table to the GROUP_ dimension. This field identifies the Agent Group or Place Group Workbin instance (from the PREV_WORKBIN_TYPE field) that is associated with the previous Workbin resource.

Column PREV_WORKBIN_PLACE_KEY

If the PREV_QUE_OR_WKB_RESOURCE_KEY field indicates a workbin, this field is the surrogate key used to join records in this table to the PLACE dimension. This field identifies the Place Workbin instance (from the PREV_WORKBIN_TYPE field) that is associated with the previous Workbin resource.

Column PREV_WORKBIN_RESOURCE_KEY

If the PREV_QUE_OR_WKB_RESOURCE_KEY field indicates a workbin, this field is the surrogate key used to join the RESOURCE_ dimension. This field identifies the Agent Workbin instance (from the PREV_WORKBIN_TYPE field) that is associated with the previous Workbin resource.

Column ACTIVE_FLAG
A flag indicating whether the interaction segment is currently active: 0=No, 1=Yes.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No
1 = Yes

Subject Areas

Code	Comment
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table PLACE

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and recreating it using the same name causes a new row to be issued.

This table is sourced by IDB.

Column List

Code	Data Type	P	M	F	DV
PLACE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
PLACE_NAME	varchar(255)				
PLACE_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				

Code	Data Type	P	M	F	DV
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

Column TENANT_KEY
The surrogate key used to join this table to the TENANT dimension.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column PLACE_NAME
The place name.

Column PLACE_CFG_DBID
The place object identifier in the contact center configuration.

Column GMT_START_TIME
The GMT-equivalent date and time when place object was added to IDB, which may differ from when the place was actually added to contact center configuration.

Column GMT_END_TIME
The GMT-equivalent date and time when place object was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.
Place_Group	Represents the membership of places among place groups.
Resource_Session	Represents detailed agent resource media sessions from login to logout.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).

Table PLACE_GROUP_FACT

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot, representing the duration of the configured membership, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
PLACE_GROUP_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	

Code	Data Type	P	M	F	DV
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
PLACE_KEY	int		X	X	
GROUP_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column PLACE_GROUP_FACT_KEY
The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column PLACE_KEY

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

Column GROUP_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

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

Column GMT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the GMT-equivalent 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 GMT-equivalent date and time far in the future, so that applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the place was added to the place group in the contact center configuration.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The tenant standard date and time when the place was added to the place group in the contact center configuration.

Column STD_TENANT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the tenant standard 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 date and time (tenant standard time zone) far in the future, so that applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when place was added to the place group in the contact center configuration. Reserved for future use.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the local 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 date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, the place was a member of the place group. For an active row, the duration, in seconds, the place has been a member of the place group, from start time to the time the ETL last executed.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
PGRP2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
PGRP2TNT_FK		Improves access time based on Tenant.

Index - PGRP2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - PGRP2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Place_Group	Represents the membership of places among place groups.

Table RECORD_FIELD_GROUP_1

This table allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source

data. Calling list field values must be of low cardinality to prevent this dimension from becoming as large as the fact tables.

Column List

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

Column RECORD_FIELD_GROUP_1_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column RECORD_FIELD_1_STRING_1 through RECORD_FIELD_1_STRING_10

The text string values of custom record fields 1-10.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

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

Column List

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

Code	Data Type	P	M	F	DV
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RECORD_FIELD_GROUP_2_KEY
The primary key of this table and the surrogate key used to join this dimension table to the fact tables.

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column RECORD_FIELD_2_STRING_1 through RECORD_FIELD_2_STRING_10
The text string values of custom record fields 1-10.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

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 Cancelled.

Column List

Code	Data Type	P	M	F	DV
RECORD_STATUS_KEY	int	X	X		
RECORD_STATUS	varchar(32)				
RECORD_STATUS_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RECORD_STATUS_KEY

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

Column RECORD_STATUS

The description of the record status. One of the following:
No Record Status
Ready
Retrieved
Updated
Stale
Cancelled
Agent Error
Chain Updated
Missed Callback
Chain Ready

This value can change with localization.

Column RECORD_STATUS_CODE

The code of the record status description listed above.
NO_RECORD_STATUS
READY
RETRIEVED
UPDATED
STALE
CANCELLED
AGENT_ERROR
CHAIN_UPDATED
MISSED_CALLBACK
CHAIN_READY

This value does not change with localization.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

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

Table RECORD_TYPE

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

Column List

Code	Data Type	P	M	F	DV
RECORD_TYPE_KEY	int	X	X		
RECORD_TYPE	varchar(32)				
RECORD_TYPE_CODE	varchar(32)				
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

Column RECORD_TYPE

The record type. One of the following values:
No Record Type
Unknown Record Type
General
Campaign Rescheduled
Personal Rescheduled
Personal Callback
Campaign Callback
No Call
This value can change with localization.

Column RECORD_TYPE_CODE

The record type code. One of the following values:
NO_RECORD_TYPE
UNKNOWN_RECORDTYPE
GENERAL
CAMPAIGN_RESCHEDULED
PERSONAL_RESCHEDULED
PERSONAL_CALLBACK
CAMPAIGN_CALLBACK
NO_CALL

This value does not change with localization.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

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 multi-value 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 encountered as attached data in the interaction source data.

Column List

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

Column SKILL_KEY

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

Column TENANT_KEY

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

Column SKILL_COMBINATION_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column SKILL_LEVEL

The requested minimum skill level or proficiency.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table REQUESTED_SKILL_COMBINATION

Allows facts to be described by a single string field representing the full combination of requested skills and proficiencies.

Column List

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

Code	Data Type	P	M	F	DV
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

Column SKILL_COMBINATION_KEY
The surrogate key used to join the REQUESTED_SKILL dimension table with the fact tables.

Column SKILL_COMBINATION_STRING
A single string representation of all skills and proficiencies requested by the interaction.

Column SKILL_COUNT
The count of requested skills.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.

Code	Comment
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Daily	Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Monthly	Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table RESOURCE_

This table allows facts to be described based on the attributes of the associated resource--routing points, queues, IVR ports and agents are all resources. Each row describes one resource. A new row is issued for each configured DN, such as routing point, queue DN, position and extension, IVR port and agent, identified by their IDs 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 Multimedia Solution, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a routing point, queue, script, or IVR port and recreating it with the same name causes a new row to be issued. Changing agent attributes, such as last name, first name, employee ID causes an update to an existing row. Deleting an agent and recreating it with the same attributes causes a new row to be issued. The switch name column provides a natural hierarchy for routing points and queues. The IVR column name provides a natural hierarchy for IVR ports. Changing the switch name or IVR name causes an update to an existing row.

This table is sourced by IDB.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL_RESOURCE_ID column.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SWITCH_NAME	varchar(255)				
IVR_NAME	varchar(255)				
RESOURCE_TYPE	varchar(255)				
RESOURCE_TYPE_CODE	varchar(32)				
RESOURCE_SUBTYPE	varchar(255)				
RESOURCE_NAME	varchar(255)				
EMPLOYEE_ID	varchar(255)				
EXTERNAL_RESOURCE_ID	varchar(255)				
RESOURCE_CFG_DBID	int				
RESOURCE_CFG_TYPE_ID	int				
RESOURCE_ALIAS	varchar(255)				
NETWORK_RESOURCE_FLAG	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_KEY

The surrogate key used to join this dimension table to the fact and aggregate tables.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column SWITCH_NAME

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

Column IVR_NAME

The IVR name on which the IVR port is configured. Provides a natural hierarchy for IVR ports configured on the same IVR.

Column RESOURCE_TYPE

The resource type. One of the following values:
Unknown
Agent
Queue
RoutingPoint
IVRPort
Other

This value can change with localization.

Column RESOURCE_TYPE_CODE

The resource type. One of the following values:
UNKNOWN
AGENT
QUEUE
ROUTINGPOINT
IVRPORT
OTHER

This value does not change with localization.

Column RESOURCE_SUBTYPE

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

Column RESOURCE_NAME

The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR port number
- The multimedia interaction queue
- The workbin
- The routing strategy name, or
- The first, last, and user names of the agent in the following format: Last, First (username).

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. Reserved for future use.

Column RESOURCE_CFG_DBID

The routing point, queue, IVR port or agent object identifier in the contact center configuration.

Column RESOURCE_CFG_TYPE_ID

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

Column RESOURCE_ALIAS

Contains the DN's alias as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

Column NETWORK_RESOURCE_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server. (0 = Premise, 1 = Network).

Column GMT_START_TIME

The GMT-equivalent date and time when the resource was added to IDB, which may differ from when the resource was actually added to contact center configuration.

Column GMT_END_TIME

The GMT-equivalent date and time when resource was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_RES_CFG_DBID		Improves access time based on configuration object DBID and type.
IDX_RES_TYPE_CODE		Improves access 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

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Agent_Task	Represents summary information about agent activity.
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.

Code	Comment
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_State_Reason	Represents summary information about resource state reasons.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Session	Represents detailed agent resource media sessions from login to logout.
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_GROUP_COMBINATION

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multi-value bridge table bridges facts with the GROUP_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which some resource belongs. Once created, resource group combinations are re-used.

Column List

Code	Data Type	P	M	F	DV
GROUP_COMBINATION_KEY	int		X		
GROUP_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column GROUP_COMBINATION_KEY

The surrogate key used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that comprise the group combination share the same GROUP_COMBINATION_KEY.

Column GROUP_KEY

The surrogate key used to join this table to the GROUP_ dimension to identify one group among the groups that comprise the resource group combination.

Column TENANT_KEY

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension to identify which tenant the groups belong to.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No
1 = Yes

Index List

Code	U	Description text
IDX_RGC_GRP		Improves access time based on group key.

Index - IDX_RGC_GRP

Name	Sort
GROUP KEY	Ascending
GROUP_COMBINATION_KEY	Ascending
TENANT KEY	Ascending

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.

Code	Comment
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_GROUP_FACT

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot, representing the duration of the configured membership, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
RESOURCE_GROUP_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
GROUP_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				

Code	Data Type	P	M	F	DV
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_GROUP_FACT_KEY
The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column RESOURCE_KEY

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

Column GROUP_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

The GMT-equivalent date and time when resource was added to the resource group in the contact center configuration.

Column GMT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the GMT-equivalent 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 GMT-equivalent date and time far in the future, so that applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the resource was added to the resource group in the contact center configuration.

Column STD_ENTERPRISE_END_TIME

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

Column STD_TENANT_START_TIME

The tenant standard date and time when the resource was added to the resource group in the contact center configuration.

Column STD_TENANT_END_TIME

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

Column LOCAL_START_TIME

The local date and time when resource was added to the resource group in the contact center configuration. Reserved for future use.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the local 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 date and time (local time zone) far in the future, so that applications do not have to test for null. Reserved for future use.

Column TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, the resource was a member of the resource group. For an active row, the duration, in seconds, the resource has been a member of the resource group, from start time to the time the ETL last executed.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
RGRP2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RGRP2TNT_FK		Improves access time based on Tenant.
IDX_RGF_GRP		Improves access time based on Group.
IDX_RGF_RES		Improves access time based on Resource.
IDX_RGF_ST_ST		Improves access time based on Standard Tenant Start Time.
IDX_RGF_ST_ET		Improves access time based on Standard Tenant End Time.

Index - RGRP2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - RGRP2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_RGF_GRP

Name	Sort
GROUP KEY	Ascending

Index - IDX_RGF_RES

Name	Sort
RESOURCE KEY	Ascending

Index - IDX_RGF_ST_ST

Name	Sort
STD TENANT START TIME	Ascending

Index - IDX_RGF_ST_ET

Name	Sort
STD TENANT END TIME	Ascending

Subject Areas

Code	Comment
Resource_Group	Represents the membership of contact center resources among resource groups.

Table RESOURCE_SESSION_FACT

Each row in this table describes an agent resource login session relative to a given media type (and DN-queue combination for voice media). The grain of the fact is an accumulating snapshot, representing the duration of the session. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). They are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local). The place associated with the resource session is also included as a dimensional reference. Both active and completed resource sessions are written to this table.

This table is sourced from IDB.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_SESSION_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int			X	
QUEUE_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				

Code	Data Type	P	M	F	DV
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_SESSION_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_ DATE dimension to the fact tables to indicate the date when the resource session began in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date when the resource session began in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day when the resource session began in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date when the resource session began in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date when the resource session began in the standard enterprise time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day when the resource session began in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day when the resource session began in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the date when the resource session began in the local time zone. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the date when the resource session began in the local time zone. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the time of day when the resource session began in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column MEDIA_TYPE_KEY

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

Column RESOURCE_KEY

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

Column MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables. For Multimedia, this key references the default "No Resource" dimension value.

Column QUEUE_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables. For Multimedia, this key references the default "No Resource" dimension value.

Column PLACE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_START_TIME

The GMT-equivalent date and time when resource session began.

Column GMT_END_TIME

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

Column STD_ENTERPRISE_START_TIME

The enterprise standard date and time when the resource session began.

Column STD_ENTERPRISE_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the enterprise standard date and time when the resource session ended. For an active row, this value represents a date and time (enterprise standard time zone) far in the future, so that applications do not have to test for null.

Column STD_TENANT_START_TIME

The tenant standard date and time when the resource session began.

Column STD_TENANT_END_TIME

The meaning depends on the value of ACTIVE_ FLAG. For an inactive row, this value represents the tenant standard date and time when the resource session ended. For an active row, this value represents a tenant standard date and time far in the future, so that applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when resource session began. Reserved for future use.

Column LOCAL_END_TIME

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

Column TOTAL_DURATION

The total duration, in seconds, of the resource session which is equal to the end time minus the start time for completed sessions.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
RSES2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RSES2TNT_FK		Improves access time based on Tenant.

Index - RSES2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - RSES2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Resource_Session	Represents detailed agent resource media sessions from login to logout.

Table RESOURCE_SKILL_FACT

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot, representing the duration of the configured skill and proficiency, identified by its ID in the configuration database. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for

ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in three time zones (GMT, standard, and local).

Column List

Code	Data Type	P	M	F	DV
RESOURCE_SKILL_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
SKILL_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
SKILL_LEVEL	int				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_SKILL_FACT_KEY
The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column GMT_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column GMT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column STD_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY
The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables.

Column LOCAL_TENANT_DATE_KEY
The surrogate key used to join the TENANT_DATE dimension to the fact tables.

Column LOCAL_TIME_OF_DAY_KEY
The surrogate key used to join the TIME_OF_DAY dimension to the fact tables. Specifies the minute of the day, starting with 1.

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

Column RESOURCE_KEY

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

Column SKILL_KEY

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

Column CREATE_AUDIT_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

Surrogate key used to join to the Audit dimension. Specifies the lineage for data update.

Column GMT_START_TIME

The GMT-equivalent date and time when the skill, at the specified level, was added to the resource in the contact center configuration.

Column GMT_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the GMT-equivalent date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, a GMT-equivalent date and time far in the future, so applications do not have to test for null.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the skill, at the specified level, was added to the resource in contact center configuration.

Column STD_ENTERPRISE_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the standard enterprise date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, a standard enterprise date and time far into the future, so applications do not have to test for null.

Column STD_TENANT_START_TIME

The date and time (tenant standard time zone) the skill at the specified level was added to the resource in the contact center configuration.

Column STD_TENANT_END_TIME

The meaning depends on the value of Active Flag. For an inactive row, the date and time (tenant standard time zone) the skill at the specified level was removed from the resource in the contact center configuration. For an active row, a date and time (tenant standard time zone) far in the future, so applications do not have to test for null.

Column LOCAL_START_TIME

The local date and time when the skill, at the specified level, was added to the resource in contact center configuration.

Column LOCAL_END_TIME

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the local date and time when the skill, at the specified level, was removed from the resource in the contact center configuration. For an active row, a local date and time far into the future, so applications do not have to test for null.

Column 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, the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time the ETL last executed.

Column ACTIVE_FLAG

Indicates whether the resource currently has the skill at the specified level: 0=No, 1=Yes.

Column SKILL_LEVEL

The skill level or proficiency.

Column GMT_ROW_CREATED_TIME

The date and time, GMT, that the row was created.

Column GMT_ROW_UPDATED_TIME

The date and time, GMT, that the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
RSKL2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RSKL2TNT_FK		Improves access time based on Tenant.

Index - RSKL2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - RSKL2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Resource_Skill	Represents the skill resumes of agent resources.

Table RESOURCE_STATE

This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
STATE_TYPE	varchar(64)				
STATE_TYPE_CODE	varchar(32)				
STATE_NAME	varchar(64)				
STATE_NAME_CODE	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_STATE_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column STATE_TYPE

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

Unknown
Ready
WorkingReady
NotReady
WorkingNotReady

This value can change with localization.

Column STATE_TYPE_CODE

The code for the media-neutral resource state. One of the following:
UNKNOWN
READY
WORKINGREADY
NOTREADY
WORKINGNOTREADY

This value does not change with localization.

Column STATE_NAME

The media-specific or detailed resource state. For voice media (sourced from Stat Server), one of the following values:
Unknown
WaitForNextCall
OffHook
CallDialing
CallRinging
NotReadyForNextCall
AfterCallWork
CallOnHold
CallUnknown
CallConsult
CallInternal
CallOutbound
CallInbound

The possible voice and Multimedia values (sourced from IDB) are:
Unknown
Busy
Ready
NotReady
AfterCallWork (voice only)
LoggedOnOnly

This value can change with localization.

Column STATE_NAME_CODE

The media-specific or detailed resource state code. This value does not change with localization. For voice media (sourced from Stat Server), one of the following values:
UNKNOWN
WAITFORNEXTCALL
OFFHOOK
CALLDIALING
CALLRINGING
NOTREADYFORNEXTCALL
AFTERCALLWORK
CALLONHOLD
CALLUNKNOWN
CALLCONSULT
CALLINTERNAL
CALLOUTBOUND
CALLINBOUND

The possible voice and Multimedia values (sourced from IDB) are:
UNKNOWN
BUSY
READY
NOTREADY
AFTERCALLWORK (voice only)
LOGGEDONONLY

This value does not change with localization.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggregate_State_Reason	Represents summary information about resource state reasons.

Code	Comment
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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_FACT

Each row in this table describes an agent resource state relative to a given place and media type. The grain of the fact is an accumulating snapshot that represents the duration of a state. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY in three time zones (GMT, standard, and local). The place associated with the resource state is also included as a dimensional reference.

For voice, source data is extracted from the Stat Server database. For media other than voice, source data is extracted from IDB. Whether IDB-sourced resource states can be interrupted by interactions that the agent initiates or receives while in NotReady state is dependent on the configuration of the underlying ICON application that supplies data to Info Mart. IDB options have no affect on voice data that is sourced from Stat Server.

This table continues to be populated for existing customers whose reports rely on data from this table. New deployments must use the DT_RES_STATE_FACT table and/or SM_RES_STATE_FACT tables, which are sourced from IDB. Refer to the *Genesys Info Mart 7.6 User's Guide* for additional information about these tables.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
RESOURCE_SESSION_FACT_KEY	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_STATE_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the resource state in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the resource state in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state in the local time zone. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT dimension to the fact tables to indicate the starting date of the resource state in the local time zone. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

Column TENANT_KEY

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

Column MEDIA_TYPE_KEY

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

Column RESOURCE_KEY
The surrogate key used to join the RESOURCE_ dimension to the fact tables.

Column PLACE_KEY
The surrogate key used to join the PLACE dimension to the fact tables.

Column RESOURCE_STATE_KEY
The surrogate key used to join the RESOURCE_STATE dimension to the fact tables.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column RESOURCE_SESSION_FACT_KEY
The surrogate key used to join this table to the RESOURCE_ SESSION_FACT table. This field is null for voice media.

Column GMT_START_TIME
The GMT-equivalent date and time when the resource state began.

Column GMT_END_TIME
The GMT-equivalent date and time when the resource state ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the resource state began.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when the resource state ended.

Column STD_TENANT_START_TIME
The tenant standard date and time when the resource state began.

Column STD_TENANT_END_TIME
The tenant standard date and time when the resource state ended.

Column LOCAL_START_TIME
The local date and time when the resource state began. Reserved for future use.

Column LOCAL_END_TIME
The local date and time when the resource state ended. Reserved for future use.

Column TOTAL_DURATION
The total duration, in seconds, that the resource has been in the state.

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

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
RESF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RESF2TNT_FK		Improves access time based on Tenant.

Index - RESF2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - RESF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Subject Areas

Code	Comment
Resource_State	Represents contact center resource activities, summarized to the media type and place.

Table RESOURCE_STATE_REASON

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 workmode.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
REASON_TYPE	varchar(64)				
REASON_TYPE_CODE	varchar(32)				
HARDWARE_REASON	varchar(255)				
SOFTWARE_REASON_KEY	varchar(255)				
SOFTWARE_REASON_VALUE	varchar(255)				
WORKMODE	varchar(64)				
WORKMODE_CODE	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_STATE_REASON_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

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 workmode. One of the following values:
AgentWorkModeUnknown
AgentManualIn
AgentAutoIn
AgentLegalGuard
AgentAfterCallWork
AgentAuxWork
AgentWalkAway
AgentReturnBack

This value can change with localization.

Column WORKMODE_CODE

The workmode code. One of the following values:
AGENT_WORK_MODE_UNKNOWN
AGENT_MANUAL_IN
AGENT_AUTO_IN
AGENT_LEGAL_GUARD
AGENT_AFTER_CALL_WORK
AGENT_AUX_WORK
AGENT_WALK_AWAY
AGENT_RETURN_BACK

This value does not change with localization.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggregate_State_Reason	Represents summary information about resource state reasons.
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE_REASON_FACT

Each row describes an agent resource state reason and workmode relative to a given place and media type (and DN for voice). The grain of the fact is an accumulating snapshot, representing the duration of the state reason. The start and end dates and times are stored as facts in three time zones (GMT, standard, and local). The start date and time are also stored as dimension references for both ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY in three time zones (GMT, standard, and local).

For voice, source data is extracted from the Stat Server database. For media other than voice, source data is extracted from IDB. Whether IDB-sourced resource state reasons can be interrupted by interactions that the agent initiates or receives while in NotReady state is dependent on the configuration of the underlying ICON application supplying data to Info Mart. IDB options have no affect on voice data that is sourced from Stat Server.

This table continues to be populated for existing customers whose reports rely on data from this table. New deployments must use the DT_RES_STATE_REASON_FACT and/or SM_RES_STATE_REASON_FACT tables, which are sourced from IDB.

The Genesys Info Mart predefined ETL does not populate the following columns and reserves them for future use: LOCAL_ENTERPRISE_DATE_KEY, LOCAL_TENANT_DATE_KEY, LOCAL_TIME_OF_DAY_KEY, LOCAL_START_TIME, LOCAL_END_TIME, and RESOURCE_SESSION_FACT_KEY.

Column List

Code	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
LOCAL_ENTERPRISE_DATE_KEY	int		X	X	
LOCAL_TENANT_DATE_KEY	int		X	X	
LOCAL_TIME_OF_DAY_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
PLACE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_SESSION_FACT_KEY	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
TOTAL_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column RESOURCE_STATE_REASON_FACT_KEY

The primary key of this table.

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the standard tenant time zone.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column LOCAL_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the local time zone. Reserved for future use.

Column LOCAL_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the resource state reason in the local time zone. Reserved for future use.

Column LOCAL_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the resource state reason in the local time zone. Specifies the minute of the day, starting with 1. Reserved for future use.

Column RESOURCE_STATE_KEY

The surrogate key used to join the RESOURCE_STATE dimension to the fact tables.

Column RESOURCE_STATE_REASON_KEY

The surrogate key used to join the RESOURCE_STATE_REASON dimension to the fact tables to indicate the workmode and reason (hardware or software).

Column MEDIA_TYPE_KEY

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

Column PLACE_KEY

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

Column RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables to identify the agent resource.

Column MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables. Specifies the DN resource for voice. For Multimedia, the default 'No Resource' dimension is used.

Column RESOURCE_SESSION_FACT_KEY

The surrogate key used to join this table to the RESOURCE_ SESSION_FACT table. This field is null for voice media.

Column GMT_START_TIME

The GMT-equivalent date and time when resource state reason began.

Column GMT_END_TIME
The GMT-equivalent date and time when resource state reason ended.

Column STD_ENTERPRISE_START_TIME
The enterprise standard date and time when the resource state reason began.

Column STD_ENTERPRISE_END_TIME
The enterprise standard date and time when the resource state reason ended.

Column STD_TENANT_START_TIME
The tenant standard date and time when the resource state reason began.

Column STD_TENANT_END_TIME
The tenant standard date and time when the resource state reason ended.

Column LOCAL_START_TIME
The local date and time when resource state reason began. Reserved for future use.

Column LOCAL_END_TIME
The local date and time when resource state reason ended. Reserved for future use.

Column TOTAL_DURATION
The total duration, in seconds, the resource has been in the state reason.

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

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
RSRF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RSRF2TNT_FK		Improves access time based on Tenant.
IDX_RSRF_ST_TOD		Improves access time based on Standard Tenant Time Of Day.

Index - RSRF2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Index - RSRF2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_RSRF_ST_TOD

Name	Sort
STD_TENANT_TIME_OF_DAY_KEY	Ascending

Subject Areas

Code	Comment
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).

Table ROUTING_TARGET

Allows facts to be described by routing targets selected by the router. Enables aggregation based on the number of times 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 encountered as attached data in the interaction source data.

Column List

Code	Data Type	P	M	F	DV
ROUTING_TARGET_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X	X	
ROUTING_TARGET_TYPE	varchar(64)				
ROUTING_TARGET_TYPE_CODE	varchar(64)				
TARGET_OBJECT_SELECTED	varchar(255)				
AGENT_GROUP_NAME	varchar(255)				
PLACE_GROUP_NAME	varchar(255)				
SKILL_EXPRESSION	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column ROUTING_TARGET_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column ROUTING_TARGET_TYPE

The type of routing target. One of the following:
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 routing target type code. 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 targeted by the Router.

Column AGENT_GROUP_NAME

The agent group targeted by the Router.

Column PLACE_GROUP_NAME

The place group targeted by the Router.

Column SKILL_EXPRESSION

The skill expression used in conjunction with the agent group targeted by the Router. The skill expression is formulated by the routing strategy.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table SCHEMA_INFO
This table indicates the name and version of the Genesys Info Mart schema.

Column List

Code	Data Type	P	M	F	DV
SCHEMA_NAME	varchar(255)				
SCHEMA_DESCRIPTION	varchar(255)				
SCHEMA_VERSION	varchar(255)				
INSTALL_TIME	datetime				
MIGRATE_TIME	datetime				
MIGRATE_FLAG	numeric(1)				

Column SCHEMA_NAME
The name of the schema.

Column SCHEMA_DESCRIPTION
The description of the schema.

Column SCHEMA_VERSION
The version of the schema.

Column INSTALL_TIME
The date this schema was installed. This is either the date the make_gim.sql script was run or the migrate_gim.sql script was run to create a major version, i.e. 7.2, 7.5, etc.

Column MIGRATE_TIME

The local timestamp indicating when the migrate_gim.sql migration script was run against the Info Mart.

Column MIGRATE_FLAG

This value is set to 1 after running migrate_gim.sql against the Info Mart, and is reset to 0 when:

- Job_MigrateGIM has completed migrating critical data, given a GIM 7.6 application.
- Job_LoadRecent has completed, given a GIM 7.5 application.

Table 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 recreating it using the same name causes a new row to be issued.

This table is sourced from IDB.

Note: The Genesys Info Mart predefined ETL does not populate the SKILL_TYPE column.

Column List

Code	Data Type	P	M	F	DV
SKILL_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SKILL_TYPE	varchar(255)				
SKILL_NAME	varchar(255)				
SKILL_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column SKILL_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column SKILL_TYPE

The skill type. It provides a skill hierarchy based on skill types, such as language, technical, business, or media.

Column SKILL_NAME

The skill name.

Column SKILL_CFG_DBID

The skill object identifier in the contact center configuration.

Column GMT_START_TIME

The GMT-equivalent date and time when skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.

Column GMT_END_TIME

The GMT-equivalent date and time when skill was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Resource_Skill	Represents the skill resumes of agent resources.

Table SM_RES_STATE_FACT

Each row describes a summarized agent resource state relative to a given media type. The grain of the fact is an accumulating snapshot, representing 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 that the agent resource logs in to. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged on, based on the configured state priority list. For Multimedia, there are no DNs, so the summarized state represents the state of the agent relative to the media type. Only completed resource states are written to this table.

Because this table is sourced from IDB, it contains fewer voice media states than RESOURCE_STATE_FACT, which is sourced from Stat Server for voice. (Stat Server provides a more detailed breakdown of voice interaction-based resource states.) For Multimedia, the only difference in the data populated in SM_RES_STATE_FACT and RESOURCE_STATE_FACT is that RESOURCE_STATE_FACT does not take DND into account. Do Not Disturb is optionally factored into summary states based on the configuration of the underlying Switch object.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for ENTERPRISE_DATE, TENANT_DATE, and TIME_OF_DAY in two time zones (GMT and standard). Start and end dates and the time of day interval are represented by a calendar date and 15-minute interval from the DATE_TIME dimension in the standard tenant time zone.

This table is not dependent on data from DT_DND_FACT or the detailed version of this table, DT_RES_STATE_FACT. Genesys Info Mart instead references staging area tables for this information.

Column List

Code	Data Type	P	M	F	DV
SM_RES_STATE_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_TENANT_START_DATE_TIME_KEY	int		X	X	
STD_TENANT_END_DATE_TIME_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	

Code	Data Type	P	M	F	DV
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column SM_RES_STATE_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

Column STD_TENANT_START_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the starting date and time when the resource state began.

Column STD_TENANT_END_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the ending date and time when the resource state ended.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

The surrogate key 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 used to join records in this table to a specific media type in the MEDIA_TYPE dimension.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent associated with the agent state.

Column RESOURCE_GROUP_COMBINATION_KEY

The surrogate key 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 began.

Column PRIMARY_MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables to identify the agent's DN that first transitioned into this summary state. For Multimedia, this field references the default "No Resource" dimension value. For deployments where 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 used to join this table to the RESOURCE_STATE dimension to identify the specific resource state of this record.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column SM_RES_SESSION_FACT_KEY

The surrogate key used to join records in this table to the SM_RES_SESSION_FACT table to associate the resource's summarized state with the summarized login session.

Column GMT_START_TIME

The GMT-equivalent date and time when the resource state began.

Column GMT_END_TIME

The GMT-equivalent date and time when the resource state ended.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the resource state began.

Column STD_ENTERPRISE_END_TIME

The standard enterprise date and time when the resource state ended.

Column STD_TENANT_START_TIME

The standard tenant date and time when the resource state began.

Column STD_TENANT_END_TIME

The standard tenant date and time when the resource state ended.

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. Only completed states are recorded to this table; so, this value is always 0.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0 = No, 1 = Yes.

Index List

Code	U	Description text
IDX_SRST_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
IDX_SRST_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
IDX_SRST_IRF_UPD		Improves access time based on Resource, Resource State, and start/end times (tenant standard time zone).
SRESF2TDTS_FK		

Index - IDX_SRST_SDTI

Name	Sort
STD TENANT START DATE TIME KEY	Ascending

Index - IDX_SRST_AGGR

Name	Sort
STD TENANT END DATE TIME KEY	Ascending

Name	Sort
SM RES STATE FACT KEY	Ascending
STD TENANT START DATE TIME KEY	Ascending
TENANT KEY	Ascending
MEDIA TYPE KEY	Ascending
RESOURCE KEY	Ascending
RESOURCE_GROUP_COMBINATION_KEY	Ascending
RESOURCE STATE KEY	Ascending
TOTAL DURATION	Ascending
LEAD CLIP DURATION	Ascending
TRAIL CLIP DURATION	Ascending

Index - IDX_SRST_IRF_UPD

Name	Sort
RESOURCE KEY	Ascending
STD TENANT START TIME	Ascending
STD TENANT END TIME	Ascending
RESOURCE STATE KEY	Ascending
SM RES STATE FACT KEY	Ascending

Index - SRESF2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Subject Areas

Code	Comment
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 workmode 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 in logged in with a particular state reason for a given media type, irrespective of the number of DNs and/or queues that the agent resource logs in to. 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 associated with the state having the highest priority.

The start and end dates and times are stored as facts in two time zones (GMT and standard). The start date and time are also stored as dimension references for both ENTERPRISE_DATE/TIME_OF_DAY and TENANT_DATE/TIME_OF_DAY in two time zones (GMT and standard). Start and end dates and the time of day interval are represented by a calendar date and 15-minute interval from the DATE_TIME dimension in the standard tenant time zone.

Only completed state reasons are written to this table.

This table, sourced from IDB, does not depend on data from DT_DND_FACT or the detailed version of this table, DT_RES_STATE_REASON_FACT. Instead, Genesys Info Mart references staging area tables for this information.

Column List

Code	Data Type	P	M	F	DV
SM_RES_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_TENANT_START_DATE_TIME_KEY	int		X	X	
STD_TENANT_END_DATE_TIME_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	int		X	X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
SM_RES_STATE_FACT_KEY	numeric(19)		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				

Code	Data Type	P	M	F	DV
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column SM_RES_STATE_REASON_FACT_KEY

The primary key of this table.

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension to identify a specific tenant to which the agent belongs.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date in the enterprise standard time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date in the standard tenant time zone.

Column STD_TENANT_START_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the resource state reason began.

Column STD_TENANT_END_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the resource state reason ended.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the enterprise standard time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column RESOURCE_STATE_KEY

The surrogate key used to join this table to the RESOURCE_STATE dimension to identify the specific state associated with this reason.

Column RESOURCE_STATE_REASON_KEY

The surrogate key used to join this table to the RESOURCE_STATE_REASON dimension to identify to identify the hardware or software reason and workmode associated with this summarized state reason.

Column MEDIA_TYPE_KEY

The surrogate key 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 used to join this table to the RESOURCE_ dimension to identify the agent associated with this state reason.

Column RESOURCE_GROUP_COMBINATION_KEY

The surrogate key 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 PRIMARY_MEDIA_RESOURCE_KEY

The surrogate key used to join the RESOURCE_ dimension to the fact tables to identify the agent DN that first transitioned into this summary state. For Multimedia interactions, this field references the default 'No Resource' dimension value. For deployments where agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state reason. It is primarily intended for data lineage purposes.

Column SM_RES_SESSION_FACT_KEY

The surrogate key used to join records in this table to the SM_RES_SESSION_FACT dimension to associate the resource's summarized state reason with the summarized login session.

Column SM_RES_STATE_FACT_KEY

The surrogate key used to join records in this table to the SM_RES_STATE_FACT dimension to associate the resource's summarized state reason with the summarized state.

Column GMT_START_TIME

The GMT-equivalent date and time when the resource state reason began.

Column GMT_END_TIME

The GMT-equivalent date and time when the resource state reason ended.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the resource state reason began.

Column STD_ENTERPRISE_END_TIME

The standard enterprise date and time when the resource state reason ended.

Column STD_TENANT_START_TIME

The standard tenant date and time when the resource state reason began.

Column STD_TENANT_END_TIME

The standard tenant date and time when the resource state reason ended.

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 state.

Column ACTIVE_FLAG

A flag indicating whether the resource state reason is currently active: 0=No, 1=Yes. Only completed state reasons are recorded to this table; so, this value is always 0.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_SRSTR_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
IDX_SRSTR_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
IDX_SM_RSR_RC		Used by the aggregation process to determine changed data.
SRSR2TDTS_FK		

Index - IDX_SRSTR_SDTI

Name	Sort
STD TENANT START DATE TIME KEY	Ascending

Index - IDX_SRSTR_AGGR

Name	Sort
STD TENANT END DATE TIME KEY	Ascending
SM RES STATE FACT KEY	Ascending
STD TENANT START DATE TIME KEY	Ascending
RESOURCE_STATE_REASON_KEY	Ascending
TOTAL_DURATION	Ascending
LEAD CLIP DURATION	Ascending
TRAIL CLIP DURATION	Ascending

Index - IDX_SM_RSR_RC

Name	Sort
TENANT KEY	Ascending
MEDIA TYPE KEY	Ascending
GMT_ROW_CREATED_TIME	Ascending

Index - SRSR2TDTS_FK

Name	Sort
STD_TENANT_DATE_KEY	Ascending

Subject Areas

Code	Comment
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Table SM_RES_SESSION_FACT

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs 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 and/or queues that the agent resource logs in to. 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 off all voice DNs and queues. By contrast, RESOURCE_SESSION_FACT contains records for each DN-queue combination. 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. For Multimedia, there is no difference in the data populated for RESOURCE_SESSION_FACT and SM_RES_SESSION_FACT.

Start and end dates and times are stored as facts in two time zones (GMT and standard). Start and end date and times are also stored as a dimension reference for DATE_TIME in the standard tenant time zone. Both active and completed sessions are populated.

This table does not depend on data from the detailed version of this table, RESOURCE_SESSION_FACT. Instead, Genesys Info Mart references staging area tables for this information.

Column List

Code	Data Type	P	M	F	DV
SM_RES_SESSION_FACT_KEY	numeric(19)	X	X		
GMT_ENTERPRISE_DATE_KEY	int		X	X	
GMT_TENANT_DATE_KEY	int		X	X	
GMT_TIME_OF_DAY_KEY	int		X	X	
STD_ENTERPRISE_DATE_KEY	int		X	X	
STD_TENANT_DATE_KEY	int		X	X	
STD_TENANT_START_DATE_TIME_KEY	int		X	X	
STD_TENANT_END_DATE_TIME_KEY	int		X	X	
STD_ENTERPRISE_TIME_OF_DAY_KEY	int		X	X	
STD_TENANT_TIME_OF_DAY_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
STD_ENTERPRISE_START_TIME	datetime				
STD_ENTERPRISE_END_TIME	datetime				
STD_TENANT_START_TIME	datetime				
STD_TENANT_END_TIME	datetime				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column SM_RES_SESSION_FACT_KEY

The primary key of this table.

Column GMT_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the GMT time zone.

Column GMT_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the GMT time zone.

Column GMT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the GMT time zone. Specifies the minute of the day, starting with 1.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join the ENTERPRISE_DATE dimension to the fact tables to indicate the starting date of the summarized resource session in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension to the fact tables to indicate the starting time of the summarized resource session in the standard tenant time zone.

Column STD_TENANT_START_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the summarized resource session began.

Column STD_TENANT_END_DATE_TIME_KEY

The surrogate key used to join the DATE_TIME dimension to the fact tables using the standard tenant time zone. This field identifies the calendar date and 15-minute interval when the summarized resource session ended.

Column STD_ENTERPRISE_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the standard enterprise time zone. Specifies the minute of the day, starting with 1.

Column STD_TENANT_TIME_OF_DAY_KEY

The surrogate key used to join the TIME_OF_DAY dimension to the fact tables to indicate the starting time of day of the summarized resource session in the standard tenant time zone. Specifies the minute of the day, starting with 1.

Column TENANT_KEY

The surrogate key 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 used to join this table to the MEDIA_TYPE dimension to identify a specific media type.

Column RESOURCE_KEY

The surrogate key used to join this table to the RESOURCE_ dimension to identify a specific agent associated with the login session.

Column RESOURCE_GROUP_COMBINATION_KEY

The surrogate key 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 summarized session began.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_START_TIME

The GMT-equivalent date and time when the summarized resource session began.

Column GMT_END_TIME

The GMT-equivalent date and time when the summarized resource session ended.

Column STD_ENTERPRISE_START_TIME

The standard enterprise date and time when the summarized resource session began.

Column STD_ENTERPRISE_END_TIME

The standard enterprise date and time when the summarized resource session ended.

Column STD_TENANT_START_TIME

The standard tenant date and time when the summarized resource session began.

Column STD_TENANT_END_TIME

The standard tenant date and time when the summarized resource session ended.

Column TOTAL_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs.

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 currently active: 0=No, 1=Yes.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Index List

Code	U	Description text
SRSES2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
SRSES2TNT_FK		Improves access time based on Tenant.
IDX_SRSES_DTI		Improves access based on the DATE_TIME keys for the calendar dates and 15-minute intervals when the summarized resource session began and ended.
IDX_SRSES_RES		Improves access based on the resource.
IDX_SRSES_MT		Improves access based on the media type.

Index - SRSES2TDTS_FK

Name	Sort
STD TENANT DATE KEY	Ascending

Index - SRSES2TNT_FK

Name	Sort
TENANT KEY	Ascending

Index - IDX_SRSES_DTI

Name	Sort
STD TENANT START DATE TIME KEY	Ascending
STD TENANT END DATE TIME KEY	Ascending

Index - IDX_SRSES_RES

Name	Sort
RESOURCE KEY	Ascending

Index - IDX_SRSES_MT

Name	Sort
MEDIA TYPE KEY	Ascending

Subject Areas

Code	Comment
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.

Table STOP_ACTION

This table indicates the reason why a Multimedia Solution interaction segment was stopped. A Multimedia Solution interaction can be stopped by a resource that is directly associated with the interaction segment, such as a routing strategy, or by a resource that is unassociated with the interaction segment, such as the media server that submitted the interaction.

Note: There is no one-to-one correspondence between a Multimedia Solution interaction and a Genesys Info Mart interaction fact. A Genesys Info Mart interaction fact might be composed of multiple Multimedia Solution interactions.

This table, initially empty, gets populated as new combinations are encountered during the transformation of multimedia interaction data.

For example, a row is added to this table the first time a Multimedia Solution interaction for a particular tenant is:

- Stopped at a segment with a "Sent" reason indicated by the resource associated with the segment.
- Stopped at a segment with a "Terminated" reason indicated by the resource associated with the segment.
- Not stopped at a segment.

Column List

Code	Data Type	P	M	F	DV
STOP_ACTION_KEY	int	X	X		
TENANT_KEY	int		X	X	
STOPPED_BY_SEG_RESOURCE	numeric(1)		X		
STOPPED_BY_NON_RESOURCE	numeric(1)		X		
STOP_REASON	varchar(255)				
CREATE_AUDIT_KEY	int				
UPDATE_AUDIT_KEY	int				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column STOP_ACTION_KEY

The primary key of this table and the surrogate key used to join this dimension to the MMEDIA_SEG_FACT_EXT table.

Column TENANT_KEY

The surrogate key used to join records in this table to a specific tenant in the TENANT dimension.

Column STOPPED_BY_SEG_RESOURCE

A flag indicating whether a Multimedia Solution interaction segment was stopped by a resource that is directly associated with the interaction, such as a routing strategy: 0=No, 1=Yes.

Column STOPPED_BY_NON_RESOURCE

A flag indicating whether a Multimedia Solution interaction segment was stopped by a resource that is not directly associated with the interaction, such as the media server that submitted the interaction: 0=No, 1=Yes.

Column STOP_REASON

A string indicating why the Multimedia Solution interaction segment was stopped.

Column CREATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that created this record.

Column UPDATE_AUDIT_KEY

The surrogate key used to join this table to the AUDIT_ dimension to identify the process that updated this record.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table STRATEGY

Allows facts to be described by the associated routing strategy or IVR application. Each row describes one routing strategy or IVR application 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.

Note: STRATEGY_OUTCOME is only populated when STRATEGY_TYPE is an IVR application.

Column List

Code	Data Type	P	M	F	DV
STRATEGY_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
STRATEGY_TYPE	varchar(255)				
STRATEGY_TYPE_CODE	varchar(32)				
STRATEGY_NAME	varchar(255)				

Code	Data Type	P	M	F	DV
STRATEGY_RESULT	varchar(255)				
STRATEGY_RESULT_CODE	varchar(32)				
STRATEGY_OUTCOME	varchar(255)				
STRATEGY_OUTCOME_CODE	varchar(32)				
RESULT_REASON	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column STRATEGY_KEY

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

Column TENANT_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column STRATEGY_TYPE

The strategy type. One of the following values:
Unspecified
RoutingStrategy
IVRApplication

This value can change with localization.

Column STRATEGY_TYPE_CODE

The strategy type code. One of the following values:
UNSPECIFIED
ROUTINGSTRATEGY
IVRAPPLICATION

This value does not change with localization.

Column STRATEGY_NAME

The name of the strategy. This field's value is referenced by the user-defined key having an ID of 10044.

Column STRATEGY_RESULT

The result of the strategy from the perspective of the strategy; that is, how the strategy ended; for example, Abandoned, Completed, Transferred.

Note: For GVP call facts, this is the end action. For GVP subcall facts, this value is unspecified. This field's value is referenced by the user-defined key having an ID of 10045.

Column STRATEGY_RESULT_CODE

The result code of the strategy from the perspective of the strategy; that is, how the strategy ended; for example, ABANDONED, COMPLETED, TRANSFERRED.

Note: For GVP Call Fact, this is the end action. For GVP subcall fact, this value is UNSPECIFIED.

Column STRATEGY_OUTCOME

The outcome of the strategy from the perspective of the strategy. One of the following values:
Unspecified
Unknown
Succeeded
Failed

Note: For GVP VAR, this is the IVR Result.

Column STRATEGY_OUTCOME_CODE

The code indicating the outcome of the strategy from the perspective of the strategy; that is, whether the strategy accomplished its main purpose. One of the following values:
UNSPECIFIED
UNKNOWN
SUCCEEDED
FAILED

Note: For GVP VAR, this is the IVR Result.

Column RESULT_REASON

The reason for the strategy result. For GVP VAR, this is the IVR reason. This field's value is referenced by the user-defined key having an ID of 10046.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table TECHNICAL_DESCRIPTOR

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. The table following lists the possible combinations of technical attributes.

Column List

Code	Data Type	P	M	F	DV
TECHNICAL_DESCRIPTOR_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
TECHNICAL_RESULT	varchar(255)				
TECHNICAL_RESULT_CODE	varchar(32)				
RESULT_REASON	varchar(255)				
RESULT_REASON_CODE	varchar(32)				
RESOURCE_ROLE	varchar(255)				
RESOURCE_ROLE_CODE	varchar(32)				
ROLE_REASON	varchar(255)				
ROLE_REASON_CODE	varchar(32)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column TECHNICAL_DESCRIPTOR_KEY

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

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column TECHNICAL_RESULT

The technical result of the interaction segment, that is, how the segment ended. One of the following values:
Abandoned
Cleared
Completed
Conferenced
CustomerAbandoned
DestinationBusy
Diverted
None
Pulled
Redirected
Routed
Transferred
Unspecified

This value can change with localization.

Column TECHNICAL_RESULT_CODE

The technical result code of the interaction segment, that is, how the segment ended. One of the following values:
ABANDONED
CLEARED
COMPLETED
CONFERENCED
CUSTOMERABANDONED
DESTINATIONBUSY
DIVERTED
NONE
PULLED
REDIRECTED
ROUTED
TRANSFERRED
UNSPECIFIED

This value does not change with localization.

Column RESULT_REASON

The reason for the technical result. One of the following:
AbandonedFromHold
AbandonedWhileQueued
AbandonedWhileRinging
AnsweredByAgent
AnsweredByOther
DefaultRoutedByStrategy
DefaultRoutedBySwitch
PulledBackTimeout
RoutedToOther
RouteOnNoAnswer
Redirected
Rejected
Revoked
RoutedFromAnotherVQ
Stopped
StuckCall
TargetsCleared
Unspecified

This value can change with localization.

Column RESULT_REASON_CODE

The reason code for the technical result. One of the following:
ABANDONEDFROMHOLD
ABANDONEDWHILEQUEUED
ABANDONEDWHILERINGING
ANSWEREDBYAGENT
ANSWEREDBYOTHER
DEFAULTROUTEDBYSTRATEGY
DEFAULTROUTEDBYSWITCH
PULLEDBACKTIMEOUT
REDIRECTED
REJECTED
REVOKED
ROUTEDTOOTHER
ROUTEONNOANSWER
ROUTEDFROMANOTHERVQ
STOPPED
STUCKCALL
TARGETSCLEARED
UNSPECIFIED

This value does not change with localization.

Column RESOURCE_ROLE

The role played by the resource associated with the interaction segment. One of the following:
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 played by the resource associated with the interaction segment. One of the following:
DIVERTEDTO
INCONFERENCE
INITIATED
INITIATEDCONSULT
PULLER
RECEIVED
RECEIVEDCONSULT
RECEIVEDREQUEST
RECEIVEDTRANSFER
REDIRECTEDTO
ROUTEDTO
UNKNOWN

This values does not change with localization.

Column ROLE_REASON

The reason for the resource role. One of the following:
Unspecified
ConferenceInitiator
ConferenceJoined
PulledBackTimeout

This value can change with localization.

Column ROLE_REASON_CODE

The reason for the resource role. One of the following:

UNSPECIFIED
CONFERENCE_INITIATOR
CONFERENCE_JOINED
PULLEDBACKTIMEOUT

This value does not change with localization.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.

Table TENANT

Allows facts to be described based on attributes of a tenant. In addition, this 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 recreating it using the same name causes a new row to be issued.

Column List

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	

Code	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	int		X	X	
TENANT_NAME	varchar(255)				
TENANT_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column TENANT_NAME
The tenant name.

Column TENANT_CFG_DBID
The tenant object identifier in the contact center configuration.

Column GMT_START_TIME
The GMT-equivalent date and time when tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.

Column GMT_END_TIME
The GMT-equivalent date and time when tenant was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Agent_Q	Hourly rollup of agent interaction-handling activities distributed from ACD and virtual queues and attributed to the interval in which the agent received inbound voice interactions.
Aggr2_Inb_V_I_Ag_Session_State	Hourly rollup of agent voice-related session states that occur within the interval.
Aggr2_Inb_V_I_Ag_State_Reason	Hourly rollup of reasons for agent voice-related states, confined to the interval.
Aggr2_Inb_V_I_Ixn_Agent	Hourly rollup of inbound voice interaction-handling activities of agents, confined to the interval in which agents were offered those interactions.
Aggr2_Inb_V_Ixn_Agent	Hourly rollup of agents' handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_Agent_Grp	Agent group rollup of the handling of inbound voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Inb_V_Ixn_IxnDscr	Hourly rollup of handling activities of inbound interactions that were assigned a business attribute. Calculations are attributed to the interval in which the interactions entered the contact center.
Aggr2_Inb_V_Q	Hourly rollup of queue and virtual queue performance for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggr2_Inb_V_Q_Group	Hourly rollup of the performance of queues and virtual queues belonging to queue groups for inbound interactions that entered the queue or virtual queue during the interval.
Aggr2_Out_V_Ixn_Agent	Hourly rollup of agents' handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggr2_Out_V_Ixn_Agent_Grp	Agent group rollup of the handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
Aggregate_Agent_Task	Represents summary information about agent activity.
Aggregate_Control	Represents control and audit information for summary data tables.

Code	Comment
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Daily	Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Monthly	Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Aggregate_State_Reason	Represents summary information about resource state reasons.
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.
Place_Group	Represents the membership of places among place groups.

Code	Comment
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Session	Represents detailed agent resource media sessions from login to logout.
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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 TENANT_DATE

Allows facts to be described by attributes of standard calendar date and tenant-specific fiscal periods. In a multi-tenant deployment, this dimension contains a set of rows for each tenant. Each row describes one date from the perspective of one tenant.

Note: Fiscal years only have 364 days, so one or two days in the year do not have fiscal information.

Column List

Code	Data Type	P	M	F	DV
TENANT_DATE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
CAL_DATE	datetime				
CAL_DATE_STRING	varchar(64)				
CAL_DAY_NUM_IN_WEEK	smallint				
CAL_DAY_NAME	varchar(32)				
CAL_DAY_NUM_IN_MONTH	smallint				
CAL_DAY_NUM_IN_YEAR	smallint				
CAL_LAST_DAY_IN_WEEK	numeric(1)				
CAL_LAST_DAY_IN_MONTH	numeric(1)				
CAL_WEEK_NUM_IN_YEAR	smallint				
CAL_YEAR_WEEK_NUM	varchar(32)				
CAL_WEEK_START_DATE	datetime				

Code	Data Type	P	M	F	DV
CAL_WEEK_END_DATE	datetime				
CAL_MONTH_NUM_IN_YEAR	smallint				
CAL_MONTH_NAME	varchar(32)				
CAL_YEAR_MONTH	varchar(32)				
CAL_YEAR_MONTH_NUM	varchar(32)				
CAL_YEAR_MONTH_DAY_NUM	varchar(32)				
CAL_QUARTER_NUM_IN_YEAR	smallint				
CAL_YEAR_QUARTER	varchar(32)				
CAL_HALF_NUM_IN_YEAR	smallint				
CAL_YEAR_HALF_YEAR	varchar(32)				
CAL_YEAR_NUM	smallint				
FISCAL_DAY_NUM_IN_WEEK	smallint				
FISCAL_DAY_NUM_IN_MONTH	smallint				
FISCAL_DAY_NUM_IN_YEAR	smallint				
FISCAL_LAST_DAY_IN_WEEK	numeric(1)				
FISCAL_LAST_DAY_IN_MONTH	numeric(1)				
FISCAL_WEEK_NUM_IN_YEAR	smallint				
FISCAL_WEEK_START_DATE	datetime				
FISCAL_WEEK_END_DATE	datetime				
FISCAL_MONTH_NUM_IN_YEAR	smallint				
FISCAL_MONTH_NAME	varchar(32)				
FISCAL_YEAR_MONTH	varchar(32)				
FISCAL_QUARTER_NUM_IN_YEAR	smallint				
FISCAL_YEAR_QUARTER	varchar(32)				
FISCAL_HALF_NUM_IN_YEAR	smallint				
FISCAL_YEAR_HALF_YEAR	varchar(32)				
FISCAL_YEAR_NUM	smallint				
FISCAL_WEEK_NUM_IN_QUARTER	smallint				
FISCAL_MONTH_NUM_IN_QUARTER	smallint				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column TENANT_DATE_KEY

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

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column CAL_DATE
The calendar date as a date object.

Column CAL_DATE_STRING
The calendar date as a text string.

Column CAL_DAY_NUM_IN_WEEK
The day number in the calendar week, starting with 1 for Sunday and ending with 7 for Saturday.

Column CAL_DAY_NAME
The calendar day name: Sunday through Saturday. This value changes with localization.

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 last day of the calendar week indicator. 0 means no, 1 means yes.

Column CAL_LAST_DAY_IN_MONTH
The last day of the calendar month indicator. 0 means no, 1 means yes.

Column CAL_WEEK_NUM_IN_YEAR
The week number in the calendar year, starting with 1 and ending with 53.

Column CAL_YEAR_WEEK_NUM
The calendar year and week number in the calendar year, in YYYYWW format; for example, 200523.

Column CAL_WEEK_START_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week start date.

Column CAL_WEEK_END_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week have the same calendar week end date.

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_MONTH_NAME

The calendar month name: January through December. This value changes with localization.

Column CAL_YEAR_MONTH

The calendar year and month in YYYYMmm format; for example, 2004Jan.

Column CAL_YEAR_MONTH_NUM

The calendar year and month number in year in YYYYMM format; for example, 200408.

Column CAL_YEAR_MONTH_DAY_NUM

The calendar year, month number of the year, and day number of the month in YYYYMMDD format; for example, 20040805.

Column CAL_QUARTER_NUM_IN_YEAR

The quarter number in the calendar year, starting with 1 for January through March and ending with 4 for October through December.

Column CAL_YEAR_QUARTER

The calendar year and quarter in YYYYQQ format; for example, 2004Q1.

Column CAL_HALF_NUM_IN_YEAR

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

Column CAL_YEAR_HALF_YEAR

The calendar year and half in YYYYHH format; for example, 2004H1.

Column CAL_YEAR_NUM

The calendar year number; for example, 2004.

Column FISCAL_DAY_NUM_IN_WEEK

The day number in the fiscal week, starting with 1 and ending with 7.

Note: The first and last fiscal weeks of a fiscal year are exceptions and may contain fewer than 7 days.

Column FISCAL_DAY_NUM_IN_MONTH

The day number in the fiscal month, starting with 1 and ending with 28 or 35, depending on whether the fiscal month contains four or five fiscal weeks.

Note: The first and last fiscal months of a fiscal year are exceptions and contain somewhere between 22 and 41 days, depending on the week pattern in a fiscal quarter (544, 454, or 445).

Column FISCAL_DAY_NUM_IN_YEAR

The day number in the fiscal year, starting with 1 and ending with 364.

Column FISCAL_LAST_DAY_IN_WEEK

The last day of the fiscal week indicator: 0=No, 1=Yes.

Column FISCAL_LAST_DAY_IN_MONTH

The last day of the fiscal month indicator: 0=No, 1=Yes.

Column FISCAL_WEEK_NUM_IN_YEAR

The week number in the fiscal year, starting with 1 and ending with 52 or 53.

Column FISCAL_WEEK_START_DATE

The start date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week start date.

Column FISCAL_WEEK_END_DATE

The end date of the fiscal week to which this date belongs. All dates in the same fiscal week have the same fiscal week end date.

Column FISCAL_MONTH_NUM_IN_YEAR

The month number in the fiscal year, starting with 1 and ending with 12.

Column FISCAL_MONTH_NAME

The name of the fiscal month. Fiscal months that span calendar months adopt the calendar month name of the first day of the fiscal month.

Note: Fiscal month names contain many anomalies. Genesys recommends that you use FISCAL_MONTH_NUM_IN_YEAR instead of FISCAL_MONTH_NAME.

Column FISCAL_YEAR_MONTH

The fiscal year and month in YYYYMmm format; for example, 2004Jan.

Column FISCAL_QUARTER_NUM_IN_YEAR

The quarter number in the fiscal year, starting with 1 for fiscal month numbers 1 through 3 and ending with 4 for fiscal month numbers 10 through 12.

Column FISCAL_YEAR_QUARTER

The fiscal year and quarter in YYYYQQ format; for example, 2004Q1.

Column FISCAL_HALF_NUM_IN_YEAR

The half number in the fiscal year, starting with 1 for fiscal month numbers 1 through 6 and ending with 2 for fiscal month numbers 6 through 12.

Column FISCAL_YEAR_HALF_YEAR

The calendar year and half in YYYYHH format; for example, 2004H1.

Column FISCAL_YEAR_NUM

The fiscal year number; for example, 2004. Fiscal years that span calendar years adopt the calendar year number of either the first or last fiscal day.

Column FISCAL_WEEK_NUM_IN_QUARTER

The week number in the fiscal quarter, starting with 1 and ending with 13 or 14.

Column FISCAL_MONTH_NUM_IN_QUARTER

The month number in the fiscal quarter, starting with 1 and ending with 3.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Index List

Code	U	Description text
IDX_TD_CYMDN		Improves access time based on the date in YYYYMMDD format.

Index - IDX_TD_CYMDN

Name	Sort
CAL YEAR MONTH DAY NUM	Ascending

Subject Areas

Code	Comment
Aggregate_Agent_Task	Represents summary information about agent activity.
Aggregate_Control	Represents control and audit information for summary data tables.
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Daily	Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Demand	Represents summary information about resources and skill combinations of incoming interactions.
Aggregate_Skill_Demand_Group	Represents summary information about resource groups and the skill combinations of incoming interactions.
Aggregate_State_Reason	Represents summary information about resource state reasons.
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).

Code	Comment
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and 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_Session	Represents detailed agent resource media sessions from login to logout.
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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 TIME_OF_DAY

Allows facts to be described based on time of day. Each row describes one minute of a day. Each minute in the day is placed into a 15-, 30-, and 60- minute interval.

Column List

Code	Data Type	P	M	F	DV
TIME_OF_DAY_KEY	int	X	X		
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
TIME_INTERVAL_15_MINUTE	varchar(16)				
TIME_INTERVAL_30_MINUTE	varchar(16)				
TIME_INTERVAL_60_MINUTE	varchar(16)				
TIME_INTERVAL_15_MINUTE_NUM	int				
TIME_INTERVAL_30_MINUTE_NUM	int				

Code	Data Type	P	M	F	DV
TIME_INTERVAL_60_MINUTE_NUM	int				
AMPM_INDICATOR	varchar(4)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column TIME_OF_DAY_KEY

The primary key of this table and the surrogate key used to join this dimension table to the fact tables. Specifies the minute of the day, starting with 1.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column TIME_INTERVAL_15_MINUTE

The number of the 15-minute interval of the day in string format, starting with "1" for the first 15-minute interval and ending with "96" for the last 15-minute interval.

Column TIME_INTERVAL_30_MINUTE

The number of the 30-minute interval of the day in string format, starting with "1" for the first 30-minute interval and ending with "48" for the last 30-minute interval.

Column TIME_INTERVAL_60_MINUTE

The number of the 60-minute interval of the day in string format, starting with "1" for the first 60-minute interval and ending with "24" for the last 60-minute interval.

Column TIME_INTERVAL_15_MINUTE_NUM

The number of the 15-minute interval of the day, starting with 1 for the first 15-minute interval and ending with 96 for the last 15-minute interval.

Column TIME_INTERVAL_30_MINUTE_NUM

The number of the 30-minute interval of the day, starting with 1 for the first 30-minute interval and ending with 48 for the last 30-minute interval.

Column TIME_INTERVAL_60_MINUTE_NUM

The number of the 60-minute interval of the day, starting with 1 for the first 60-minute interval and ending with 24 for the last 60-minute interval.

Column AMPM_INDICATOR
Indicates the time of day as morning or afternoon (AM or PM).

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Calling_List_Metric	Represents snapshot outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups being loaded and unloaded.
Campaign_Group_State	Represents campaign groups going through states, 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.
Detail_Resource_State	Represents detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Detail_Resource_State_Reason	Represents reasons for detailed contact center resource activities, dimensioned by media type and agent (and endpoint and queue for voice).
Do_Not_Disturb	Represents the history of contact center resource usage of the Do Not Disturb feature.
GVP_Call	Represents calls processed by Genesys Voice Portal (GVP).
GVP_Subcall	Represents subcalls processed by Genesys Voice Portal (GVP).
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
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.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, and groups thereof.
Place_Group	Represents the membership of places among place groups.

Code	Comment
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Session	Represents detailed agent resource media sessions from login to logout.
Resource_Skill	Represents the skill resumes of agent resources.
Resource_State	Represents contact center resource activities, summarized to the media type and place.
Resource_State_Reason	Represents reasons associated with resource states, summarized to the media type and place (and DN for voice).
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 TIME_RANGE

This table describes the time ranges associated with the handling of interactions through mediation DN objects within the contact center as they pertain to abandoned or answered interactions. The Genesys Info Mart Server references 19 boundary values used to define 20 time ranges which are used by the aggregate tables. Interactions are categorized as belonging to one of the time range buckets based on response time or when the customer line is dropped. Boundary values are defined by the settings of the abandon-duration-range-#-thold and init-resp-duration-range-#-thold configuration options, which may be configured in different sections. Depending on their settings, some of the BOUND columns in this table may hold 0 values. (Refer to the *Genesys Info Mart 7.6 Deployment Guide* for further information.)

This table also describes the short talk threshold value used for aggregating agent handling of interactions. The threshold is defined by the setting of the short-talk-threshold configuration option. **Note:** Although the aggregation process uses the dimension values for VOICE_TALK, the aggregate tables that contain short talk counts do not refer to the TIME_RANGE dimension.

Column List

Code	Data Type	P	M	F	DV
TIME_RANGE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
TIME_RANGE_TYPE	varchar(64)				
TIME_RANGE_TYPE_CODE	varchar(32)				
BOUND_1	int				
BOUND_2	int				
BOUND_3	int				

Code	Data Type	P	M	F	DV
BOUND_4	int				
BOUND_5	int				
BOUND_6	int				
BOUND_7	int				
BOUND_8	int				
BOUND_9	int				
BOUND_10	int				
BOUND_11	int				
BOUND_12	int				
BOUND_13	int				
BOUND_14	int				
BOUND_15	int				
BOUND_16	int				
BOUND_17	int				
BOUND_18	int				
BOUND_19	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column TIME_RANGE_KEY
The primary key of this table.

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

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column TIME_RANGE_TYPE
Indicates the type of time range for this record. One of the following values:
Answer
Abandon

Unknown
Voice Abandon
Voice Answer
Voice Talk

This value can change with localization.

Column TIME_RANGE_TYPE_CODE

Indicates the code associated with the time range of this record. One of the following values:
ANSWER
ABANDON
UNKNOWN
VOICE_ABANDON
VOICE_ANSWER
VOICE_TALK

This value does not change with localization.

Column BOUND_1 through BOUND_19

The upper boundaries of the 1st - 19th time ranges.

When TIME_RANGE_TYPE_CODE = VOICE_TALK, BOUND_1 contains the short talk threshold.

Column ACTIVE_FLAG

Reserved for internal use.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Aggr2_Inb_V_Q_Abn	Hourly rollup of the breakdown of abandoned-in-queue interactions attributed to the interval in which inbound interactions were received at the mediation DN.

Code	Comment
Aggr2_Inb_V_Q_Ans	Hourly rollup of answered interaction counts for inbound voice interactions distributed from queues or virtual queues.
Aggregate_Skill_Abandon	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Abandon_Group	Represents summary information about skill combinations and abandoned interactions with those skill combinations.
Aggregate_Skill_Combo_Daily	Represents daily summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Hourly	Represents hourly summary information about skill combinations and how interactions with those skill combinations were handled.
Aggregate_Skill_Combo_Monthly	Represents monthly summary information about skill combinations and how interactions with those skill combinations were handled.

Table TIME_ZONE

This table allows facts to be described based on attributes of a time zone. Each row describes one configured time zone.

Column List

Code	Data Type	P	M	F	DV
TIME_ZONE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
TIME_ZONE_NAME	varchar(255)				
DESCRIPTION	varchar(255)				
TIME_ZONE_CFG_DBID	int				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column TIME_ZONE_KEY

The primary key of this table.

Column TENANT_KEY

The surrogate key used to join the TENANT dimension.

Column CREATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY
The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column TIME_ZONE_NAME
The name of the time zone.

Column DESCRIPTION
The description of the time zone.

Column TIME_ZONE_CFG_DBID
The time zone object identifier in the contact center configuration.

Column GMT_START_TIME
The GMT-equivalent date and time when time zone was added to the contact center configuration

Column GMT_END_TIME
The GMT-equivalent date and time when time zone was removed from contact center configuration.

Column GMT_ROW_CREATED_TIME
The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME
The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG
Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

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

Table USER_DATA

USER_DATA allows interaction facts to be described by deployment-specific, user-defined string attributes that may come attached with interactions. Since the attribute values may change over the lifetime of an interaction, each interaction segment fact has a reference to user data, and the interaction fact that summarizes the underlying interaction segments has a reference to user data. Each interaction segment or interaction resource facts' user data reference snapshots the current value of the attributes. The interaction fact inherits its user data reference from the last, nonnull interaction segment fact.

Each row describes a distinct combination of user-defined custom attributes that characterize the interaction. A new row is issued for each distinct combination of user-defined custom attributes that are encountered as attached data in the interaction source data.

Attribute 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
USER_DATA_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X	X	
UPDATE_AUDIT_KEY	int		X	X	
USER_DATA_STRING_1	varchar(255)				
USER_DATA_STRING_2	varchar(255)				
USER_DATA_STRING_3	varchar(255)				
USER_DATA_STRING_4	varchar(255)				
USER_DATA_STRING_5	varchar(255)				
USER_DATA_STRING_6	varchar(255)				
USER_DATA_STRING_7	varchar(255)				
USER_DATA_STRING_8	varchar(255)				
USER_DATA_STRING_9	varchar(255)				
USER_DATA_STRING_10	varchar(255)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column USER_DATA_KEY

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

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column USER_DATA_STRING_1 through USER_DATA_STRING_10

Text data attributes whose values are referenced by the user-defined keys having an ID of 10001 through 10010, respectively.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table USER_DATA_2

USER_DATA_2 allows interaction facts to be described by deployment-specific, user-defined string attributes. Since the attribute values may change over the lifetime of an interaction, each interaction segment or interaction resource fact has a reference to USER_DATA_2, and the interaction fact that summarizes the underlying interaction segments has a reference to USER_DATA_2. Each interaction segment or interaction resource facts USER_DATA_2 reference snapshots the current value of the attributes. The interaction fact inherits its USER_DATA_2 reference from the last interaction segment fact.

Each row describes a distinct combination of user-defined custom attributes that characterize the interaction. A new row is issued for each distinct combination of user-defined custom attributes that are encountered as attached data in the interaction source data.

The attribute 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
USER_DATA_2_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	int		X		
UPDATE_AUDIT_KEY	int		X		
USER_DATA_2_STRING_1	varchar(128)				
USER_DATA_2_STRING_2	varchar(128)				
USER_DATA_2_STRING_3	varchar(128)				
USER_DATA_2_STRING_4	varchar(128)				
USER_DATA_2_STRING_5	varchar(128)				
USER_DATA_2_STRING_6	varchar(128)				
USER_DATA_2_STRING_7	varchar(128)				
USER_DATA_2_STRING_8	varchar(128)				
USER_DATA_2_STRING_9	varchar(128)				
USER_DATA_2_STRING_10	varchar(128)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column USER_DATA_2_KEY

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

Column TENANT_KEY

The surrogate key used to join this table to the TENANT dimension.

Column CREATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data creation.

Column UPDATE_AUDIT_KEY

The surrogate key used to join to the AUDIT_ dimension. Specifies the lineage for data update.

Column USER_DATA_2_STRING_1 through USER_DATA_2_STRING_20

Text data attributes whose values are referenced by the user-defined keys having an ID of 10011 through 10020, respectively.

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Table VOICE_IXN_FACT_EXT

While the INTERACTION_FACT table characterizes the interaction in a media-neutral way, the VOICE_IXN_FACT_EXT table characterizes the same interaction in a media-specific way, including media-specific facts. When populating this table, the Genesys Info Mart Server excludes from consideration whether network or premise resources were involved in the processing of interaction segments. (Network segments, generally, are not involved in the processing of voice interactions.)

Column List

Code	Data Type	P	M	F	DV
VOICE_IXN_FACT_EXT_KEY	numeric(19)	X	X		
STD_ENTERPRISE_DATE_KEY	int		X		
STD_TENANT_DATE_KEY	int		X		
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				

Code	Data Type	P	M	F	DV
TALK_DURATION	int				
AGENT_TALK_DURATION	int				
HOLD_COUNT	smallint				
HOLD_DURATION	int				
AGENT_HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
TEXT_TO_SPEECH_COUNT	smallint				
SPEECH_RECOGNITION_COUNT	smallint				
TOTAL_TRANSFER_COUNT	smallint				
TOTAL_CONSULT_COUNT	smallint				
TOTAL_CONSULT_DURATION	int				
TOTAL_CONFERENCE_COUNT	smallint				
TOTAL_CONFERENCE_DURATION	int				
SHORT_ABANDON_COUNT	smallint				
DURATION_BEFORE_ABANDON	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				
ANSWERED_BY_AGENT_FLAG	numeric(1)				
TRANSFERRED_BY_AGENT_FLAG	numeric(1)				
ABANDONED_BY_CUSTOMER_FLAG	numeric(1)				

Column VOICE_IXN_FACT_EXT_KEY

The primary key of this table.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join this table to the ENTERPRISE_DATE dimension. This field allows table data to be partitioned by ENTERPRISE_DATE dimension surrogate key ranges in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join this table to the TENANT_DATE dimension. Allows table data to be partitioned by TENANT_DATE dimension surrogate key ranges in the standard tenant time zone.

Column DIAL_COUNT

The count of times the voice interaction was in Dialing state. The count is a sum of the values from the interaction segments.

Column DIAL_DURATION

The duration, in seconds, the voice interaction was in Dialing state. The duration is a sum of the values from the interaction segments.

Column RING_COUNT

The count of times the voice interaction was in Ringing state. The count is a sum of the values from the interaction segments.

Column RING_DURATION

The duration, in seconds, the voice interaction was in Ringing state. The duration is a sum of the values from the interaction segments.

Column TALK_COUNT

The count of times the voice interaction was in Talking state. The count is a sum of the values from the interaction segments.

Column TALK_DURATION

The duration, in seconds, the voice interaction was in Talking state. The duration is a sum of the values from the interaction segments.

Column AGENT_TALK_DURATION

The duration, in seconds, the voice interaction was in Talking state. The duration is a sum of the values from the interaction segments. This value only includes agent talk time.

Column HOLD_COUNT

The count of times the voice interaction was in Hold state. The count is a sum of the values from the interaction segments.

Column HOLD_DURATION

The duration, in seconds, the voice interaction was in Hold state. The duration is a sum of the values from the interaction segments.

Column AGENT_HOLD_DURATION

The duration, in seconds, the voice interaction was in Hold state. The duration is a sum of the values from the interaction segments. This value only includes hold time for agent segments.

Column AFTER_CALL_WORK_COUNT

The count of times the voice interaction was in After Call Work state. The count is a sum of the values from the interaction segments.

Column AFTER_CALL_WORK_DURATION

The duration, in seconds, the voice interaction was in After Call Work state. The duration is a sum of the values from the interaction segments.

Column TEXT_TO_SPEECH_COUNT

The count of times the voice interaction used Text To Speech. The count is a sum of the values from the interaction segments.

Column SPEECH_RECOGNITION_COUNT

The count of times the voice interaction used Speech Recognition. The count is a sum of the values from the interaction segments.

Column TOTAL_TRANSFER_COUNT

The count of times the voice interaction was transferred. The count is the sum of interaction segments with a technical result of Transferred.

Column TOTAL_CONSULT_COUNT

The count of pure consultations (in other words, initiated consultations that are not subsequently conferenced or transferred). Calculated as the sum of the count of interaction segments with a technical role of Initiated Consult and a technical result of Completed or Abandoned.

Column TOTAL_CONSULT_DURATION

The total duration, in seconds, of pure consultations (in other words, initiated consultations that are not subsequently conferenced or transferred). Calculated as the sum of durations of the interaction segments with a technical role of Initiated Consult and a technical result of Completed or Abandoned.

Note: To aggregate total consultation time that includes conferenced and transferred interactions, use the INTERACTION_SEGMENT_FACT table.

Column TOTAL_CONFERENCE_COUNT

The count of conferenced parties. Calculated as a count of interaction segments with technical role of In Conference.

Column TOTAL_CONFERENCE_DURATION

The duration, in seconds, of conferenced resources. Calculated as the sum of the durations of interaction segments with a technical role of In Conference.

Column SHORT_ABANDON_COUNT

Indicates whether the voice interaction was abandoned within the short abandon threshold. 0=No, 1=Yes.

Column DURATION_BEFORE_ABANDON

The duration, in seconds, before the voice interaction was abandoned.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged: 0=No, 1=Yes.

Column ANSWERED_BY_AGENT_FLAG

Indicates whether an agent answered the interaction: 0=No, 1=Yes.

Column TRANSFERRED_BY_AGENT_FLAG

Indicates whether an agent answered the interaction and later transferred the interaction to another resource: 0=No, 1=Yes.

Column ABANDONED_BY_CUSTOMER_FLAG

Indicates whether the interaction was abandoned by the customer: 0=No, 1=Yes.

Subject Areas

Code	Comment
Interaction	Represents interactions from a customer experience perspective.

Table VOICE_RES_FACT_EXT

While the INTERACTION_RESOURCE_FACT (IRF) table characterizes a resource's interaction participation in a media-neutral way, this table characterizes the same participation in a media-specific way, including media-specific facts such as whether text-to-speech or speech recognition was used while the interaction was being processed by an IVR port. This table also provides summaries of voice-specific states related to customer handling, consultations, conferences, and post-consultation transfers. State counts and

durations are provided only for IRF resources that represent self-service IVR ports and agents. State counts and durations for non-self-service IVR ports and mediation DNs are not provided in this table.

The CUSTOMER_* fields indicate the counts and durations of various call states (DIAL, RING, TALK, HOLD, ACW) while a customer was involved with the IRF resource. These fields are a summary of the other fields in this table that represent the IRF Resource's direct involvement with the customer.

The POST_CONS_XFER_* fields indicate TALK and HOLD counts and durations after the interaction was transferred to the IRF resource from another IRF resource, following a consultation.

The CONF_INIT_* fields indicate TALK and HOLD counts and durations after the IRF resource initiated a conference call with another IRF resource.

The CONF_JOIN_* fields indicate RING, TALK, and HOLD counts and durations after the IRF resource joined a conference call that was initiated by another IRF resource.

The CONS_INIT_* fields indicate DIAL, TALK, and HOLD counts and durations for the IRF resource during consultation calls that the IRF resource initiated.

The CONS_RCV_* fields indicate RING, TALK, HOLD, and ACW counts and durations for the IRF resource during consultation calls that the IRF resource received.

The state fields with no prefix indicate DIAL, RING, TALK, HOLD, and ACW counts and durations that occur for the IRF resource's initial involvement in the interaction. Initiated and received consultations, initiated and joined conferences, and post-consultation transfers are generally excluded from consideration, because they are already accounted for in the other state counts and durations. One exception to this is ACW state for received consultations, initiated and joined conferences and post-consultation transfers.

One row is created for each corresponding voice IRF row. Because VOICE_RES_FACT_EXT is the voice-specific extension of INTERACTION_RESOURCE_FACT, VOICE_RES_FACT_EXT data is accessed by joining INTERACTION_RESOURCE_FACT with VOICE_RES_FACT_EXT.

Column List

Code	Data Type	P	M	F	DV
VOICE_RES_FACT_EXT_KEY	numeric(19)	X	X		
STD_ENTERPRISE_DATE_KEY	int		X		
STD_TENANT_DATE_KEY	int		X		
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				
TALK_DURATION	int				
HOLD_COUNT	smallint				

Code	Data Type	P	M	F	DV
HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
CUSTOMER_DIAL_COUNT	smallint				
CUSTOMER_DIAL_DURATION	int				
CUSTOMER_RING_COUNT	smallint				
CUSTOMER_RING_DURATION	int				
CUSTOMER_TALK_COUNT	smallint				
CUSTOMER_TALK_DURATION	int				
CUSTOMER_HOLD_COUNT	smallint				
CUSTOMER_HOLD_DURATION	int				
CUSTOMER_ACW_COUNT	smallint				
CUSTOMER_ACW_DURATION	int				
POST_CONS_XFER_TALK_COUNT	smallint				
POST_CONS_XFER_TALK_DURATION	int				
POST_CONS_XFER_HOLD_COUNT	smallint				
POST_CONS_XFER_HOLD_DURATION	int				
CONF_INIT_TALK_COUNT	smallint				
CONF_INIT_TALK_DURATION	int				
CONF_INIT_HOLD_COUNT	smallint				
CONF_INIT_HOLD_DURATION	int				
CONF_JOIN_RING_COUNT	smallint				
CONF_JOIN_RING_DURATION	int				
CONF_JOIN_TALK_COUNT	smallint				
CONF_JOIN_TALK_DURATION	int				
CONF_JOIN_HOLD_COUNT	smallint				
CONF_JOIN_HOLD_DURATION	int				
CONS_INIT_DIAL_COUNT	smallint				
CONS_INIT_DIAL_DURATION	int				
CONS_INIT_TALK_COUNT	smallint				
CONS_INIT_TALK_DURATION	int				
CONS_INIT_HOLD_COUNT	smallint				
CONS_INIT_HOLD_DURATION	int				
CONS_RCV_RING_COUNT	smallint				
CONS_RCV_RING_DURATION	int				
CONS_RCV_TALK_COUNT	smallint				

Code	Data Type	P	M	F	DV
CONS_RCV_TALK_DURATION	int				
CONS_RCV_HOLD_COUNT	smallint				
CONS_RCV_HOLD_DURATION	int				
CONS_RCV_ACW_COUNT	smallint				
CONS_RCV_ACW_DURATION	int				
TEXT_TO_SPEECH_COUNT	smallint				
SPEECH_RECOGNITION_COUNT	smallint				
AGENT_TO_AGENT_CONS_COUNT	smallint				
AGENT_TO_AGENT_CONS_DURATION	int				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column VOICE_RES_FACT_EXT_KEY

The primary key of this table.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join this table to the ENTERPRISE_DATE dimension using the standard enterprise time zone. This key enables table data to be partitioned by ENTERPRISE_DATE dimension surrogate key ranges.

Column STD_TENANT_DATE_KEY

The surrogate key used to join this table to the TENANT_DATE dimension using the standard tenant time zone. This key enables table data to be partitioned by TENANT_DATE dimension surrogate key ranges.

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 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 includes the mediation time that the initiator incurs while waiting for the target resource to connect. The duration applies only to self-service IVRs and agent resources 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

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

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

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

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

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

Column TALK_DURATION

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

Column HOLD_COUNT

The count of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

Column HOLD_DURATION

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

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.

Column AFTER_CALL_WORK_DURATION

The number of seconds that the IRF resource associated with this voice interaction was in ACW state. Received consultations are excluded from consideration.

Column CUSTOMER_DIAL_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0=No, 1=Yes. The count excludes initiated consultations.

Column CUSTOMER_DIAL_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. Initiated consultations are excluded from consideration.

Column CUSTOMER_RING_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0=No, 1=Yes. The count excludes received consultations and joined conferences.

Column CUSTOMER_RING_DURATION

The number of seconds that the interaction segment was ringing at the resource for customer-initiated, voice interaction resources excluding initiated consultations.

Column CUSTOMER_TALK_COUNT

Indicates whether the resource connected with a customer for this voice interaction resource: 0=No, 1=Yes. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are included.

Column CUSTOMER_TALK_DURATION

The number of seconds that the resource spent talking with a customer for this voice interaction resource. The duration excludes talk duration associated with initiated or received consultations but includes talk duration of conferenced interactions.

Column CUSTOMER_HOLD_COUNT

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

Column CUSTOMER_HOLD_DURATION

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

Column CUSTOMER_ACW_COUNT

Indicates whether the agent resource entered interaction-related Wrap state pertaining to this customer voice interaction resource: 0=No, 1=Yes. Received consultations are excluded from consideration.

Column CUSTOMER_ACW_DURATION

The number of seconds that the resource was in interaction-related Wrap state pertaining to this customer voice interaction resource. The duration excludes ACW duration associated with received consultations.

Column POST_CONS_XFER_TALK_COUNT

Indicates the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0=No, 1=Yes.

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.

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.

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.

Column CONF_INIT_TALK_COUNT

Indicates whether a conference that was initiated by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0=No, 1=Yes.

Column CONF_INIT_TALK_DURATION

The amount of time in seconds that a conference that was initiated by the IRF resource was connected (established). Applies only 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 a conference that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Column CONF_INIT_HOLD_DURATION

The amount of time in seconds that the IRF resource put a conference that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Column CONF_JOIN_RING_COUNT

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

Column CONF_JOIN_RING_DURATION

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

Column CONF_JOIN_TALK_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). Applies only to the portion of the IRF that represents the IRF resource as a conference joiner: 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). Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Column CONF_JOIN_HOLD_COUNT

The number of times that the IRF resource put a conference that he/she joined on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Column CONF_JOIN_HOLD_DURATION

The total amount of time in seconds that the IRF resource put a conference that he/she joined on hold. Applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Column CONS_INIT_DIAL_COUNT

The number of times the IRF resource initiated a consultation.

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.

Column CONS_INIT_TALK_COUNT

Indicates whether a consultation, 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 with another resource. This excludes talk duration associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Column CONS_INIT_HOLD_COUNT

The number of times that the IRF resource put a consultation that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Column CONS_INIT_HOLD_DURATION

The number of seconds that the IRF resource put a consultation that he/she initiated on hold. Applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Column CONS_RCV_RING_COUNT

Indicates whether the IRF resource was offered a consultation. Applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. 0=No, 1=Yes.

Column CONS_RCV_RING_DURATION

The number of seconds that a consultation, 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.

Column CONS_RCV_TALK_COUNT

Indicates whether a consultation, 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: 0=No, 1=Yes.

Column CONS_RCV_TALK_DURATION

The number of seconds that a consultation 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.

Column CONS_RCV_HOLD_COUNT

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

Column CONS_RCV_HOLD_DURATION

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

Column CONS_RCV_ACW_COUNT

Indicates whether the IRF resource had ACW following 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.

Column CONS_RCV_ACW_DURATION

The number of seconds that the IRF resource sent in ACW following a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Column TEXT_TO_SPEECH_COUNT

Indicates whether the IVR port resource used Text To Speech for the voice interaction segment: 0=No, 1=Yes, and NULL if no IVR port resource is associated with this voice interaction resource.

Column SPEECH_RECOGNITION_COUNT

Indicates whether the IVR port resource used Speech Recognition for the voice interaction segment: 0=No, 1=Yes, and NULL if no IVR port resource is associated with this voice interaction resource.

Column AGENT_TO_AGENT_CONS_COUNT

The sum of all connected states that occur during the consultation between the two agents.

Column AGENT_TO_AGENT_CONS_DURATION

The number of seconds for which the associated agent resource was connected to another agent on a consultation voice interaction. 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.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The date and time, GMT, that the row was created.

Column GMT_ROW_UPDATED_TIME

The date and time, GMT, that the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged (1 = Yes).

Subject Areas

Code	Comment
Interaction_Resource	Represents a summary of INTERACTION_SEGMENT_FACT data associated with a resource's participation in interactions.

Table VOICE_SEG_FACT_EXT

While the INTERACTION_SEGMENT_FACT table characterizes the interaction segment in a media-neutral way, the VOICE_SEG_FACT_EXT table characterizes the same interaction segment in a media-specific way, including media-specific facts such as whether text-to-speech or speech recognition were used while the interaction segment was being processed by an IVR port.

Column List

Code	Data Type	P	M	F	DV
VOICE_SEG_FACT_EXT_KEY	numeric(19)	X	X		
STD_ENTERPRISE_DATE_KEY	int		X		

Code	Data Type	P	M	F	DV
STD_TENANT_DATE_KEY	int		X		
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				
TALK_DURATION	int				
HOLD_COUNT	smallint				
HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
TEXT_TO_SPEECH_COUNT	smallint				
SPEECH_RECOGNITION_COUNT	smallint				
ACTIVE_FLAG	numeric(1)				
GMT_ROW_CREATED_TIME	datetime				
GMT_ROW_UPDATED_TIME	datetime				
PURGE_FLAG	numeric(1)				

Column VOICE_SEG_FACT_EXT_KEY

The primary key of this table.

Column STD_ENTERPRISE_DATE_KEY

The surrogate key used to join this table to the ENTERPRISE_DATE dimension. This field allows table data to be partitioned by ENTERPRISE_DATE dimension surrogate key ranges in the standard enterprise time zone.

Column STD_TENANT_DATE_KEY

The surrogate key used to join the TENANT_DATE dimension table. This field allows table data to be partitioned by TENANT_DATE dimension surrogate key ranges in the standard tenant time zone.

Column DIAL_COUNT

The count of times that the voice interaction segment was in Dialing state at the associated resource. The count applies only to IVR port and agent resources and is either 0 or 1.

Column DIAL_DURATION

The duration, in seconds, that the voice interaction segment was in Dialing state at the associated resource. The duration applies only to IVR port and agent resources.

Column RING_COUNT

The count of times that the voice interaction segment was in Ringing state at the associated resource. The count applies only to IVR port and agent resources and is either 0 or 1.

Column RING_DURATION

The duration, in seconds, that the voice interaction segment was in Ringing state at the associated resource. The duration applies only to IVR port and agent resources.

Column TALK_COUNT

The count of times that the voice interaction segment was in Talking state at the associated resource. The count applies only to IVR port and agent resources.

Column TALK_DURATION

The duration, in seconds, the voice interaction segment was in Talking state at the associated resource. The count applies only to IVR port and agent resources.

Column HOLD_COUNT

The count of times the voice interaction segment was in Hold state at the associated resource. The count applies only to IVR port and agent resources.

Column HOLD_DURATION

The duration, in seconds, that the voice interaction segment was in Hold state at the associated resource. The duration applies only to IVR port and agent resources.

Column AFTER_CALL_WORK_COUNT

The total number of times that the voice interaction segment was in After Call Work state at the associated resource. The count applies only to agent resources and is either 0 or 1.

Column AFTER_CALL_WORK_DURATION

The duration, in seconds, that the voice interaction segment was in After Call Work state at the associated resource. The duration applies only to agent resources.

Column TEXT_TO_SPEECH_COUNT

The count of times that the voice interaction segment used Text To Speech at the associated resource. The count applies only to IVR port resources and is either 0 or 1. This field's value is referenced by the user-defined key having an ID of 10043.

Column SPEECH_RECOGNITION_COUNT

The count of times the voice interaction segment used speech recognition at the associated resource. The count applies only to IVR port resources and is either 0 or 1. This field's value is referenced by the user-defined key having an ID of 10042.

Column ACTIVE_FLAG

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

Column GMT_ROW_CREATED_TIME

The GMT-equivalent date and time when the row was created.

Column GMT_ROW_UPDATED_TIME

The GMT-equivalent date and time when the row was updated.

Column PURGE_FLAG

Indicates whether the table row is eligible to be purged:

0 = No,
1 = Yes.

Subject Areas

Code	Comment
Interaction_Segment	Represents interaction activity from the perspective of contact center resources in a particular role.

Chapter 4: Info Mart Views

Genesys Info Mart provides read-only views of various aggregation levels for many of the aggregate tables. These view definitions facilitate reporting for the CCPulse+ and Genesys Interactive Insights out-of-box reports. Depending on the source aggregate table, predefined views are provided for subhour-, week-, quarter-, and/or year-level aggregations. Figures 2 and 4 on pages 15 and 17 respectively illustrate the selection of views available for each of these Reporting products.

Genesys Info Mart also provides the following predefined views:

- CHAT_IXN_FACT_EXT and R_CHAT_IXN_FACT_EXT
- CHAT_SEG_FACT_EXT and R_CHAT_SEG_FACT_EXT
- EMAIL_IXN_FACT_EXT and R_EMAIL_IXN_FACT_EXT
- EMAIL_SEG_FACT_EXT and R_EMAIL_SEG_FACT_EXT
- VQ_SEGMENT_FACT

The following are described further in detail:

- CHAT_IXN_FACT_EXT
- CHAT_SEG_FACT_EXT
- EMAIL_IXN_FACT_EXT
- EMAIL_SEG_FACT_EXT
- VQ_SEGMENT_FACT

View CHAT_IXN_FACT_EXT

This view of the MMEDIA_IXN_FACT_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the CHAT_IXN_FACT_EXT table. To improve performance, all rows of the MMEDIA_IXN_FACT_EXT table, including those pertaining to other than chat media, are visible through the view. This record set, however, does not impact existing report queries, which join CHAT_IXN_ FACT_EXT with INTERACTION_FACT and MEDIA_TYPE to return chat-only interactions.

```
select
   MMEDIA_IXN_FACT_EXT_KEY as CHAT_IXN_FACT_EXT_KEY,
   STD_ENTERPRISE_DATE_KEY,
   STD_TENANT_DATE_KEY,
   FROM_DOMAIN,
   SUBJECT,
   CONTACT_ID,
   TOTAL_TRANSFER_COUNT,
   TOTAL_CONFERENCE_COUNT,
   TOTAL_CONFERENCE_DURATION,
   ANSWERED_BY_AGENT_FLAG,
```

```
   TRANSFERRED_BY_AGENT_FLAG,
   ABANDONED_BY_CUSTOMER_FLAG,
   DURATION_BEFORE_ABANDON,
   ACTIVE_FLAG,
   GMT_ROW_CREATED_TIME,
   GMT_ROW_UPDATED_TIME,
   PURGE_FLAG
 from
   MMEDIA_IXN_FACT_EXT;
```

View CHAT_SEG_FACT_EXT

This view of the MMEDIA_SEG_FACT_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the CHAT_SEG_FACT_EXT table. To improve performance, all rows of the MMEDIA_SEG_FACT_EXT table, including those pertaining to other than chat media, are visible through this view. This record set, however, does not impact existing report queries, which join CHAT_SEG_ FACT_EXT with INTERACTION_SEGMENT_FACT and MEDIA_TYPE to return chat-only interaction segments.

```
select
   MMEDIA_SEG_FACT_EXT_KEY as CHAT_SEG_FACT_EXT_KEY,
   STD_ENTERPRISE_DATE_KEY,
   STD_TENANT_DATE_KEY,
   WORKBIN_TYPE,
   WORKBIN_GROUP_KEY,
   WORKBIN_PLACE_KEY,
   WORKBIN_RESOURCE_KEY,
   FROM_RESOURCE_KEY,
   CONTACT_ID,
   ACTIVE_FLAG,
   GMT_ROW_CREATED_TIME,
   GMT_ROW_UPDATED_TIME,
   PURGE_FLAG
from
   MMEDIA_SEG_FACT_EXT;
```

View EMAIL_IXN_FACT_EXT

This view of the MMEDIA_IXN_FACT_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the EMAIL_IXN_FACT_EXT table. To improve performance, all rows of the MMEDIA_IXN_FACT_EXT table, including those pertaining to other than e-mail media, are visible through the view. This record set, however, does not impact existing report queries, which join EMAIL_IXN_ FACT_EXT with INTERACTION_FACT and MEDIA_TYPE to return e-mail-only interactions.

```
select
   MMEDIA_IXN_FACT_EXT_KEY as EMAIL_IXN_FACT_EXT_KEY,
   STD_ENTERPRISE_DATE_KEY,
```

```
   STD_TENANT_DATE_KEY,
   MEDIA_SERVER_GMT_START_TIME as GMT_EMAILSERVER_START_TIME,
   FROM_DOMAIN,
   SUBJECT,
   CONTACT_ID,
   WEBFORM_FLAG,
   AUTO_RESPONSE_FLAG,
   AUTO_RESPONSE_NAME,
   AUTO_ACK_FLAG,
   AUTO_ACK_NAME,
   TOTAL_TRANSFER_COUNT,
   TOTAL_CONSULT_COUNT,
   TOTAL_CONSULT_DURATION,
   ANSWERED_BY_AGENT_FLAG,
   TRANSFERRED_BY_AGENT_FLAG,
   ACTIVE_FLAG,
   GMT_ROW_CREATED_TIME,
   GMT_ROW_UPDATED_TIME,
   PURGE_FLAG
from
   MMEDIA_IXN_FACT_EXT;
```

View EMAIL_SEG_FACT_EXT

This view of the MMEDIA_SEG_FACT_EXT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the EMAIL_SEG_FACT_EXT table. To improve performance, all rows of the MMEDIA_SEG_FACT_EXT table, including those pertaining to other than e-mail media, are visible through this view. This record set, however, does not impact existing report queries which join EMAIL_SEG_ FACT_EXT with INTERACTION_SEGMENT_FACT and MEDIA_TYPE to return e-mail-only interaction segments.

```
select
   MMEDIA_SEG_FACT_EXT_KEY as EMAIL_SEG_FACT_EXT_KEY,
   STD_ENTERPRISE_DATE_KEY,
   STD_TENANT_DATE_KEY,
   WORKBIN_TYPE,
   WORKBIN_GROUP_KEY,
   WORKBIN_PLACE_KEY,
   WORKBIN_RESOURCE_KEY,
   FROM_RESOURCE_KEY,
   CONTACT_ID,
   ACTIVE_FLAG,
   GMT_ROW_CREATED_TIME,
   GMT_ROW_UPDATED_TIME,
   PURGE_FLAG
from
   MMEDIA_SEG_FACT_EXT;
```

View VQ_SEGMENT_FACT

This view of the MEDIATION_SEGMENT_FACT table is provided for backward compatibility with previous versions of Genesys Info Mart which included the VQ_SEGMENT table.

```
select
   MEDIATION_SEGMENT_ID            as VQ_SEGMENT_ID,
   GMT_ENTERPRISE_DATE_KEY,
   GMT_TENANT_DATE_KEY,
   GMT_TIME_OF_DAY_KEY,
   STD_ENTERPRISE_DATE_KEY,
   STD_TENANT_DATE_KEY,
   STD_ENTERPRISE_TIME_OF_DAY_KEY,
   STD_TENANT_TIME_OF_DAY_KEY,
   LOCAL_ENTERPRISE_DATE_KEY,
   LOCAL_TENANT_DATE_KEY,
   LOCAL_TIME_OF_DAY_KEY,
   CREATE_AUDIT_KEY,
   UPDATE_AUDIT_KEY,
   TENANT_KEY,
   TECHNICAL_DESCRIPTOR_KEY,
   RESOURCE_KEY,
   INTERACTION_ID,
   MEDIA_SERVER_IXN_GUID,
   MEDIATION_GUID                  as VQ_GUID,
   MEDIATION_SEGMENT_COUNT         as VQ_SEGMENT_COUNT,
   TOTAL_DURATION,
   MEDIATION_DURATION              as QUEUE_DURATION,
   TARGET_IXN_SEGMENT_ID,
   TARGET_SEG_FACT_EXT_KEY,
   TARGET_RESOURCE_KEY,
   TARGET_MEDIA_RESOURCE_KEY,
   TARGET_PLACE_KEY,
   SHORT_ABANDONED_FLAG,
   ANSWER_THRESHOLD,
   MET_THRESHOLD_FLAG,
   GMT_START_TIME,
   GMT_END_TIME,
   STD_ENTERPRISE_START_TIME,
   STD_ENTERPRISE_END_TIME,
   STD_TENANT_START_TIME,
   STD_TENANT_END_TIME,
   LOCAL_START_TIME,
   LOCAL_END_TIME,
   ACTIVE_FLAG,
   GMT_ROW_CREATED_TIME,
   GMT_ROW_UPDATED_TIME,
   PURGE_FLAG
from MEDIATION_SEGMENT_FACT
where RESOURCE_KEY in (select RESOURCE_KEY
                         from RESOURCE_
                        where RESOURCE_TYPE_CODE = 'QUEUE'
                          and RESOURCE_SUBTYPE = 'VirtualQueue');
```

Chapter 5: Reference List

Child Table	Parent Table	Foreign Key	Parent Key Columns
AG2_INB_V_AGENT_QUEUE_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	RESOURCE_	QUEUE_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	QUEUE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	RESOURCE_GROUP_COMBINATION	AGENT_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	RESOURCE_	AGENT_RESOURCE_KEY	RESOURCE_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
AG2_INB_V_IXN_AGENT_GRP_HOUR	GROUP_	GROUP_KEY	GROUP_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
AG2_INB_V_IXN_AGENT_HOUR	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
AG2_INB_V_IXN_AGT_ID_GRP_HOUR	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
AG2_INB_V_IXN_AGT_ID_HOUR	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
AG2_INB_V_IXN_ID_HOUR	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
AG2_INB_V_I_IXN_AGENT_HOUR	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
AG2_INB_V_I_IXN_AGENT_HOUR (continued)	AUDIT_		AUDIT_KEY
	AUDIT_		AUDIT_KEY
AG2_INB_V_I_SESS_STATE_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
AG2_INB_V_I_STATE_RSN_HOUR	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
AG2_INB_V_QUEUE_ABN_HOUR	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
AG2_INB_V_QUEUE_ANS_HOUR	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
AG2_INB_V_QUEUE_GRP_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
AG2_INB_V_QUEUE_HOUR	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
AG2_OUT_V_IXN_AGENT_GRP_HOUR	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
AG2_OUT_V_IXN_AGENT_GRP_HOUR (continued)	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
AG2_OUT_V_IXN_AGENT_HOUR	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
AGGREGATE_CTRL_HOUR	DATE_TIME	BEGIN_STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT_DATE	END_STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	DATE_TIME	END_STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	BEGIN_STD_TENANT_DATE_KEY	TENANT_DATE_KEY
AG_AGENT_VOICE_IXN_HOUR	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
AG_SKILL_GROUP_ABN_HOUR	GROUP_	GROUP_KEY	GROUP_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
AG_SKILL_GROUP_HOUR	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
AG_SKILL_RESOURCE_ABN_HOUR	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
AG_SKILL_RESOURCE_ABN_HOUR (continued)	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
AG_SKILL_RESOURCE_HOUR	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
AG_SKILL_VOICE_INB_IXN_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
AG_STATE_REASON_VOICE_HOUR	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
CALLING_LIST	TENANT	TENANT_KEY	TENANT_KEY
CALLING_LIST_METRIC_FACT	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMP_GROUP_SESSION_FACT_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
CALLING_LIST_TO_CAMP_FACT	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
CALLING_LIST_TO_CAMP_FACT (continued)	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
CAMPAIGN	TENANT	TENANT_KEY	TENANT_KEY
CAMPAIGN_GROUP_SESSION_FACT	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMP_GROUP_SESSION_FACT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY	CAMPAIGN_GROUP_STATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
CONTACT_ATTEMPT_FACT	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	INTERACTION_FACT	INTERACTION_ID	INTERACTION_ID
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMP_GROUP_SESSION_FACT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY	RECORD_FIELD_GROUP_2_KEY
	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY	RECORD_FIELD_GROUP_1_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	RECORD_STATUS	RECORD_STATUS_KEY	RECORD_STATUS_KEY
	RECORD_TYPE	RECORD_TYPE_KEY	RECORD_TYPE_KEY
	DIALING_MODE	DIALING_MODE_KEY	DIALING_MODE_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	CALL_RESULT	CALL_RESULT_KEY	CALL_RESULT_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE_KEY
	TIME_ZONE	TIME_ZONE_KEY	TIME_ZONE_KEY
	CALL_RESULT	CPD_RESULT_KEY	CALL_RESULT_KEY
CURRENCY	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
CUSTOMER	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
DT_DND_FACT	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
DT_DND_FACT (continued)	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_SESSION_FACT	RESOURCE_SESSION_FACT_KEY	RESOURCE_SESSION_FACT_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
DT_RES_STATE_FACT	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_SESSION_FACT	RESOURCE_SESSION_FACT_KEY	RESOURCE_SESSION_FACT_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	QUEUE_RESOURCE_KEY	RESOURCE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
DT_RES_STATE_REASON_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_	QUEUE_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_SESSION_FACT	RESOURCE_SESSION_FACT_KEY	RESOURCE_SESSION_FACT_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	DT_RES_STATE_FACT	DT_RES_STATE_FACT_KEY	DT_RES_STATE_FACT_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
ENTERPRISE_DATE	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
ENTERPRISE_DATE (continued)	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
ENTERPRISE_MONTH	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
GROUP_	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
GVP_APPLICATION	TENANT	TENANT_KEY	TENANT_KEY
GVP_CALL_FACT	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	GVP_WEB_APPL_SERVER	GVP_WEB_APPL_SERVER_KEY	GVP_WEB_APPL_SERVER_KEY
	GVP_VOICE_MEDIA_SERVER	GVP_VOICE_MEDIA_SERVER_KEY	GVP_VOICE_MEDIA_SERVER_KEY
	GVP_SUBCALL_FLOW	LAST_GVP_SUBCALL_FLOW_KEY	GVP_SUBCALL_FLOW_KEY
	STRATEGY	STRATEGY_KEY	STRATEGY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TECHNICAL_DESCRIPTOR		TECHNICAL_DESCRIPTOR_KEY
	INTERACTION_FACT	INTERACTION_ID	INTERACTION_ID
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	GVP_APPLICATION	GVP_APPLICATION_KEY	GVP_APPLICATION_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
GVP_SUBCALL_FACT	TENANT	TENANT_KEY	TENANT_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
GVP_SUBCALL_FACT (continued)	GVP_SUBCALL_FLOW	PREV_GVP_SUBCALL_FLOW_KEY	GVP_SUBCALL_FLOW_KEY
	STRATEGY	STRATEGY_KEY	STRATEGY_KEY
	GVP_VOICE_MEDIA_SERVER	GVP_VOICE_MEDIA_SERVER_KEY	GVP_VOICE_MEDIA_SERVER_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	GVP_CALL_FACT	GVP_CALL_FACT_KEY	GVP_CALL_FACT_KEY
	GVP_APPLICATION	GVP_APPLICATION_KEY	GVP_APPLICATION_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	GVP_SUBCALL_FLOW	GVP_SUBCALL_FLOW_KEY	GVP_SUBCALL_FLOW_KEY
	TECHNICAL_DESCRIPTOR		TECHNICAL_DESCRIPTOR_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	GVP_WEB_APPL_SERVER	GVP_WEB_APPL_SERVER_KEY	GVP_WEB_APPL_SERVER_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
GVP_SUBCALL_FLOW	GVP_APPLICATION	GVP_APPLICATION_KEY	GVP_APPLICATION_KEY
	TENANT	TENANT_KEY	TENANT_KEY
GVP_VOICE_MEDIA_SERVER	TENANT	TENANT_KEY	TENANT_KEY
GVP_WEB_APPL_SERVER	TENANT	TENANT_KEY	TENANT_KEY
INTERACTION_DESCRIPTOR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
INTERACTION_FACT	USER_DATA	USER_DATA_KEY	USER_DATA_KEY
	CHAT_IXN_FACT_EXT_OLD	IXN_FACT_EXT_KEY	CHAT_IXN_FACT_EXT_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	MMEDIA_IXN_FACT_EXT	IXN_FACT_EXT_KEY	MMEDIA_IXN_FACT_EXT_KEY
	CURRENCY	CURRENCY_KEY	CURRENCY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	EMAIL_IXN_FACT_EXT_OLD	IXN_FACT_EXT_KEY	EMAIL_IXN_FACT_EXT_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	CUSTOMER	CUSTOMER_KEY	CUSTOMER_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	VOICE_IXN_FACT_EXT	IXN_FACT_EXT_KEY	VOICE_IXN_FACT_EXT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	REQUESTED_SKILL	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
INTERACTION_FACT (continued)	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	USER_DATA_2	USER_DATA_2_KEY	USER_DATA_2_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_STATE	RES_PREVIOUS_DT_STATE_KEY	RESOURCE_STATE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	USER_DATA_2	USER_DATA_2_KEY	USER_DATA_2_KEY
	DATE_TIME	STD_TENANT_START_DATE_TIME_KEY	DATE_TIME_KEY
	RESOURCE_STATE	RES_PREVIOUS_SM_STATE_KEY	RESOURCE_STATE_KEY
	RESOURCE_	LAST_QUEUE_RESOURCE_KEY	RESOURCE_KEY
	SM_RES_STATE_FACT	RES_PREVIOUS_SM_STATE_FACT_KEY	SM_RES_STATE_FACT_KEY
	INTERACTION_FACT	INTERACTION_ID	INTERACTION_ID
	INTERACTION_SEGMENT_FACT	PRIMARY_IXN_SEGMENT_ID	INTERACTION_SEGMENT_ID
	RESOURCE_	LAST_RP_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_	LAST_IVR_RESOURCE_KEY	RESOURCE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	REQUESTED_SKILL	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CUSTOMER	CUSTOMER_KEY	CUSTOMER_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	ROUTING_TARGET	ROUTING_TARGET_KEY	ROUTING_TARGET_KEY
	USER_DATA	USER_DATA_KEY	USER_DATA_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	STRATEGY	STRATEGY_KEY	STRATEGY_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
INTERACTION_RESOURCE_FACT (continued)	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	VOICE_RES_FACT_EXT	IXN_RES_FACT_EXT_KEY	VOICE_RES_FACT_EXT_KEY
	DATE_TIME	STD_TENANT_END_DATE_TIME_KEY	DATE_TIME_KEY
	RESOURCE_	MEDIATION_RESOURCE_KEY	RESOURCE_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	USER_DATA	USER_DATA_KEY	USER_DATA_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	CUSTOMER	CUSTOMER_KEY	CUSTOMER_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ROUTING_TARGET	ROUTING_TARGET_KEY	ROUTING_TARGET_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CHAT_SEG_FACT_EXT_OLD	SEG_FACT_EXT_KEY	CHAT_SEG_FACT_EXT_KEY
	STRATEGY	STRATEGY_KEY	STRATEGY_KEY
	EMAIL_SEG_FACT_EXT_OLD	SEG_FACT_EXT_KEY	EMAIL_SEG_FACT_EXT_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	USER_DATA_2	USER_DATA_2_KEY	USER_DATA_2_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	MMEDIA_SEG_FACT_EXT	SEG_FACT_EXT_KEY	MMEDIA_SEG_FACT_EXT_KEY
	VOICE_SEG_FACT_EXT	SEG_FACT_EXT_KEY	VOICE_SEG_FACT_EXT_KEY
	REQUESTED_SKILL	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	CURRENCY	CURRENCY_KEY	CURRENCY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	INTERACTION_FACT	ROOT_INTERACTION_ID	INTERACTION_ID
	INTERACTION_FACT	INTERACTION_ID	INTERACTION_ID
INTERACTION_TYPE	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
IXN_RESOURCE_STATE_FACT (continued)	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	INTERACTION_RESOURCE_STATE	INTERACTION_RESOURCE_STATE_KEY	INTERACTION_RESOURCE_STATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	DATE_TIME	STD_TENANT_START_DATE_TIME_KEY	DATE_TIME_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	DATE_TIME	STD_TENANT_END_DATE_TIME_KEY	DATE_TIME_KEY
	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	INTERACTION_SEGMENT_FACT	TARGET_IXN_SEGMENT_ID	INTERACTION_SEGMENT_ID
	INTERACTION_RESOURCE_FACT	TARGET_IXN_RESOURCE_ID	INTERACTION_RESOURCE_ID
	PLACE	TARGET_PLACE_KEY	PLACE_KEY
	RESOURCE_	TARGET_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_	TARGET_MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	DATE_TIME	STD_TENANT_DATE_TIME_KEY	DATE_TIME_KEY
	INTERACTION_FACT	INTERACTION_ID	INTERACTION_ID
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_GROUP_COMBINATION	TARGET_RES_GROUP_COMBO_KEY	GROUP_COMBINATION_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
MEDIA_TYPE	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
MEDIA_TYPE (continued)	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
MMEDIA_SEG_FACT_EXT	STOP_ACTION	STOP_ACTION_KEY	STOP_ACTION_KEY
PLACE	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
PLACE_GROUP_FACT	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
RECORD_FIELD_GROUP_1	TENANT	TENANT_KEY	TENANT_KEY
RECORD_FIELD_GROUP_2	TENANT	TENANT_KEY	TENANT_KEY
RECORD_TYPE_FACT	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	RECORD_TYPE	RECORD_TYPE_KEY	RECORD_TYPE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
REQUESTED_SKILL	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	SKILL	SKILL_KEY	SKILL_KEY
REQUESTED_SKILL_COMBINATION	TENANT	TENANT_KEY	TENANT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
RESOURCE_	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
RESOURCE_GROUP_COMBINATION	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
RESOURCE_GROUP_FACT	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
RESOURCE_SESSION_FACT	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_	QUEUE_RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
RESOURCE_SKILL_FACT	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	SKILL	SKILL_KEY	SKILL_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
RESOURCE_SKILL_FACT (continued)	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
RESOURCE_STATE	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
RESOURCE_STATE_FACT	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_SESSION_FACT	RESOURCE_SESSION_FACT_KEY	RESOURCE_SESSION_FACT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
RESOURCE_STATE_REASON	TENANT	TENANT_KEY	TENANT_KEY
RESOURCE_STATE_REASON_FACT	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_SESSION_FACT	RESOURCE_SESSION_FACT_KEY	RESOURCE_SESSION_FACT_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
RESOURCE_STATE_REASON_FACT (continued)	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
ROUTING_TARGET	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
R_AG_AGENT_VOICE_IXN_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
R_AG_SKILL_GROUP_HOUR	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
R_AG_SKILL_RESOURCE_ABN_HOUR	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
R_AG_SKILL_RESOURCE_HOUR	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_AG_SKILL_RESOURCE_HOUR (continued)	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
R_AG_SKILL_VOICE_INB_IXN_HOUR	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_RANGE	TIME_RANGE_KEY	TIME_RANGE_KEY
R_AG_STATE_REASON_VOICE_HOUR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
R_CALLING_LIST_METRIC_FACT	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
R_CALLING_LIST_TO_CAMP_FACT	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_CALLING_LIST_TO_CAMP_FACT (continued)	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
R_CAMPAIGN_GROUP_SESSION_FACT	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
R_CAMPAIGN_GROUP_STATE_FACT	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY	CAMPAIGN_GROUP_STATE_KEY
R_CONTACT_ATTEMPT_FACT	TIME_ZONE	TIME_ZONE_KEY	TIME_ZONE_KEY
	RECORD_STATUS	RECORD_STATUS_KEY	RECORD_STATUS_KEY
	DIALING_MODE	DIALING_MODE_KEY	DIALING_MODE_KEY
	CALL_RESULT	CALL_RESULT_KEY	CALL_RESULT_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	RECORD_TYPE	RECORD_TYPE_KEY	RECORD_TYPE_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY	RECORD_FIELD_GROUP_2_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_CONTACT_ATTEMPT_FACT (continued)	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	CALL_RESULT	CPD_RESULT_KEY	CALL_RESULT_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY	RECORD_FIELD_GROUP_1_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
R_GROUP_TO_CAMPAIGN_FACT	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
R_INTERACTION_FACT	R_MMEDIA_IXN_FACT_EXT	IXN_FACT_EXT_KEY	MMEDIA_IXN_FACT_EXT_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	R_EMAIL_IXN_FACT_EXT_OLD	IXN_FACT_EXT_KEY	EMAIL_IXN_FACT_EXT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	R_CHAT_IXN_FACT_EXT_OLD	IXN_FACT_EXT_KEY	CHAT_IXN_FACT_EXT_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	REQUESTED_SKILL	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	R_VOICE_IXN_FACT_EXT	IXN_FACT_EXT_KEY	VOICE_IXN_FACT_EXT_KEY
	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_INTERACTION_FACT (continued)	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	CURRENCY	CURRENCY_KEY	CURRENCY_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	CUSTOMER	CUSTOMER_KEY	CUSTOMER_KEY
	USER_DATA	USER_DATA_KEY	USER_DATA_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	USER_DATA_2	USER_DATA_2_KEY	USER_DATA_2_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
R_INTERACTION_SEGMENT_FACT	REQUESTED_SKILL_COMBINATION	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	STRATEGY	STRATEGY_KEY	STRATEGY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	USER_DATA_2	USER_DATA_2_KEY	USER_DATA_2_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	R_CHAT_SEG_FACT_EXT_OLD	SEG_FACT_EXT_KEY	CHAT_SEG_FACT_EXT_KEY
	R_EMAIL_SEG_FACT_EXT_OLD	SEG_FACT_EXT_KEY	EMAIL_SEG_FACT_EXT_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ROUTING_TARGET	ROUTING_TARGET_KEY	ROUTING_TARGET_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	INTERACTION_TYPE	INTERACTION_TYPE_KEY	INTERACTION_TYPE_KEY
	R_MMEDIA_SEG_FACT_EXT	SEG_FACT_EXT_KEY	MMEDIA_SEG_FACT_EXT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_INTERACTION_SEGMENT_FACT (continued)	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	CURRENCY	CURRENCY_KEY	CURRENCY_KEY
	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	CUSTOMER	CUSTOMER_KEY	CUSTOMER_KEY
	R_VOICE_SEG_FACT_EXT	SEG_FACT_EXT_KEY	VOICE_SEG_FACT_EXT_KEY
	REQUESTED_SKILL	REQUESTED_SKILL_KEY	SKILL_COMBINATION_KEY
	USER_DATA	USER_DATA_KEY	USER_DATA_KEY
R_PLACE_GROUP_FACT	PLACE	PLACE_KEY	PLACE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
R_RECORD_TYPE_FACT	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE_KEY
	RECORD_TYPE	RECORD_TYPE_KEY	RECORD_TYPE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	CALLING_LIST	CALLING_LIST_KEY	CALLING_LIST_KEY
	CAMPAIGN	CAMPAIGN_KEY	CAMPAIGN_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
R_RESOURCE_GROUP_FACT	TENANT	TENANT_KEY	TENANT_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	GROUP_	GROUP_KEY	GROUP_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_RESOURCE_GROUP_FACT (continued)	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	QUEUE_RESOURCE_KEY	RESOURCE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
R_RESOURCE_SKILL_FACT	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	SKILL	SKILL_KEY	SKILL_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
R_RESOURCE_STATE_FACT	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
R_RESOURCE_STATE_REASON_FACT	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	PLACE	PLACE_KEY	PLACE_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	MEDIA_RESOURCE_KEY	RESOURCE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	LOCAL_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	LOCAL_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	ENTERPRISE_DATE	LOCAL_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
SKILL	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
SM_RES_SESSION_FACT	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
SM_RES_SESSION_FACT (continued)	TENANT	TENANT_KEY	TENANT_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	DATE_TIME	STD_TENANT_START_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	DATE_TIME	STD_TENANT_END_DATE_TIME_KEY	DATE_TIME_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
SM_RES_STATE_FACT	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT_KEY
	DATE_TIME	STD_TENANT_END_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	DATE_TIME	STD_TENANT_START_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	PRIMARY_MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	ENTERPRISE_DATE	STD_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT_DATE	GMT_TENANT_DATE_KEY	TENANT_DATE_KEY
	TENANT_DATE	STD_TENANT_DATE_KEY	TENANT_DATE_KEY
	ENTERPRISE_DATE	GMT_ENTERPRISE_DATE_KEY	ENTERPRISE_DATE_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY	SM_RES_STATE_FACT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	DATE_TIME	STD_TENANT_START_DATE_TIME_KEY	DATE_TIME_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	RESOURCE_	PRIMARY_MEDIA_RESOURCE_KEY	RESOURCE_KEY
	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY	GROUP_COMBINATION_KEY
	DATE_TIME	STD_TENANT_END_DATE_TIME_KEY	DATE_TIME_KEY
	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT_KEY

Child Table	Parent Table	Foreign Key	Parent Key Columns
SM_RES_STATE_REASON_FACT (continued)	TIME_OF_DAY	STD_TENANT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_STATE	RESOURCE_STATE_KEY	RESOURCE_STATE_KEY
	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON_KEY
	MEDIA_TYPE	MEDIA_TYPE_KEY	MEDIA_TYPE_KEY
	TIME_OF_DAY	GMT_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	TIME_OF_DAY	STD_ENTERPRISE_TIME_OF_DAY_KEY	TIME_OF_DAY_KEY
	RESOURCE_	RESOURCE_KEY	RESOURCE_KEY
STOP_ACTION	TENANT	TENANT_KEY	TENANT_KEY
STRATEGY	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
TECHNICAL_DESCRIPTOR	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
TENANT	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
TENANT_DATE	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
TIME_OF_DAY	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
TIME_RANGE	TENANT	TENANT_KEY	TENANT_KEY
TIME_ZONE	TENANT	TENANT_KEY	TENANT_KEY
USER_DATA	TENANT	TENANT_KEY	TENANT_KEY
	AUDIT_	CREATE_AUDIT_KEY	AUDIT_KEY
	AUDIT_	UPDATE_AUDIT_KEY	AUDIT_KEY
USER_DATA_2	TENANT	TENANT_KEY	TENANT_KEY

Chapter 6: Info Mart Indexes

Table	Code	U	Description text
AG_AGENT_VOICE_IXN_HOUR	IDX_AVIH_1	X	Improves access time based on Tenant, Standard Tenant Time Span, Resource and Media Resource.
AG_SKILL_GROUP_ABN_HOUR	IDX_SGAH_1	X	Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination and Tenant.
AG_SKILL_GROUP_HOUR	IDX_SGH_1	X	Improves access time based on Standard Tenant Time Span, Group, Requested Skill Combination, Media Type, Interaction Type and Tenant.
AG_SKILL_RESOURCE_ABN_HOUR	IDX_SRAH_1	X	Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination and Tenant.
AG_SKILL_RESOURCE_HOUR	IDX_SRH_1	X	Improves access time based on Standard Tenant Time Span, Resource, Requested Skill Combination, Media Type, Interaction Type and Tenant.
AG_SKILL_VOICE_INB_IXN_HOUR	IDX_SVIH_1	X	Improves access time based on Tenant, Standard Tenant Time Span and Requested Skill Combination.
AG_STATE_REASON_VOICE_HOUR	IDX_SRVH_1	X	Improves access time based on Tenant, Standard Tenant Time Span, Resource, Media Resource, Resource State and Resource State Reason.
CALLING_LIST_METRIC_FACT	CLMF2TNT_FK		Improves access time based on Tenant.
	CLMF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CALLING_LIST_TO_CAMP_FACT	CLCM2TNT_FK		Improves access time based on Tenant.
	CLCM2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
CAMPAIGN_GROUP_SESSION_FACT	CGSEF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	CGSEF2TNT_FK		Improves access time based on Tenant.
CAMPAIGN_GROUP_STATE_FACT	IDX_CGSTF_CGSF		Improves access time based on the Campaign Group Session Fact Key.
	CGSTF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	CGSTF2TNT_FK		Improves access time based on Tenant.
CONTACT_ATTEMPT_FACT	IDX_CAF_CGSF		Improves access time based on the Campaign Group Session Fact Key.
	CAF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_CAF_INT_ID		Improves access time based on Interaction ID.
	CAF2TNT_FK		Improves access time based on Tenant.
DATE_TIME	IDX_DT_NEXT30		Improves access time based on the next 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_NEXT		Improves access time based on the key of the next record.
	IDX_DT_CAL_DATE		Improves access time based on the calendar date.
	IDX_DT_MONTH_INT		Improves access time based on the month key, the next month 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_DAY_INT		Improves access time based on the day key, the next day key, and the primary key.
	IDX_DT_30		Improves access time based on a 30-minute key.
	IDX_DT_DAY_NUM		Improves access time based on the predefined running day number.
DT_DND_FACT	DND2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	DND2TNT_FK		Improves access time based on Tenant.

Table	Code	U	Description text
DT_RES_STATE_FACT	DRESF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	DRESF2TNT_FK		Improves access time based on Tenant.
DT_RES_STATE_REASON_FACT	DRSRF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_DRSRF_ST_TOD		Improves access time based on Standard Tenant Time Of Day.
	DRSRF2TNT_FK		Improves access time based on Tenant.
GROUP_	IDX_GRP_CFG_DBID		Improves access time based on configuration object DBID and type.
GROUP_TO_CAMPAIGN_FACT	GPCM2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	GPCM2TNT_FK		Improves access time based on Tenant.
GVP_CALL_FACT	GCF2TNT_FK		Improves access time based on Tenant.
	GCF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_GCF_INT		Improves access time based on Interaction ID.
GVP_SUBCALL_FACT	GSCF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	GSCF2TNT_FK		Improves access time based on Tenant.
INTERACTION_FACT	IDX_INT_ST_TOD		Improves access time based on Standard Tenant Time Of Day.
	IDX_INT_EXT		Improves access time based on the media-specific fact extension table.
	IXN2TNT_FK		Improves access time based on Tenant.
	IXN2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_INT_RQSK		Improves access time based on Requested Skill or Requested Skill Combination.
	IDX_INT_IT		Improves access time based on INTERACTION_TYPE.
INTERACTION_RESOURCE_FACT	IDX_IRF_DTM		Improves access time based on Tenant Start Date Time (tenant standard time zone) for mediation.
	IDX_IRF_RC		Used by the aggregation process to determine changed data.
	IDX_IRF_RU		Used by the aggregation process to determine changed data.
	IDX_IRF_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
	IDX_IRF_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
	IDX_IRF_EXT		Improves access time based on the media-specific fact extension table.
	IDX_IRF_INT		Improves access time based on Interaction ID.
INTERACTION_SEGMENT_FACT	IDX_ISF_INT_ID		Improves access time based on the Interaction ID.
	SEG2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_ISF_RES		Improves access time based on Resource.
	IDX_ISF_MSIG		Improves access time based on MEDIA_SERVER_IXN_GUID.
	IDX_ISF_EXT		Improves access time based on the media specific fact extension table.
IXN_RESOURCE_STATE_FACT	IDX_IRSF_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
	IDX_IRSF_RC		Used by the aggregation process to determine changed data.
	IDX_IRSF_IRF		Improves access time based on Interaction Resource ID.
MEDIATION_SEGMENT_FACT	MSS2TNT_FK		Improves access time based on Tenant.
	MSS2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	IDX_MSF_RC		Used by the aggregation process to determine changed data.
	IDX_MSF_IRF		Improves access time based on Target Interaction Resource ID.

Table	Code	U	Description text
MEDIATION_SEGMENT_FACT (continued)	IDX_MS_INT		Improves access time based on Interaction ID.
	IDX_MSF_DT		Improves access time based on DATE_TIME (tenant standard time zone).
PLACE_GROUP_FACT	PGRP2TNT_FK		Improves access time based on Tenant.
	PGRP2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
RESOURCE_	IDX_RES_TYPE_CODE		Improves access based on the code for the resource type.
	IDX_RES_CFG_DBID		Improves access time based on configuration object DBID and type.
RESOURCE_GROUP_COMBINATION	IDX_RGC_GRP		Improves access time based on group key.
RESOURCE_GROUP_FACT	IDX_RGF_ST_ST		Improves access time based on Standard Tenant Start Time.
	IDX_RGF_ST_ET		Improves access time based on Standard Tenant End Time.
	RGRP2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	RGRP2TNT_FK		Improves access time based on Tenant.
	IDX_RGF_RES		Improves access time based on Resource.
	IDX_RGF_GRP		Improves access time based on Group.
RESOURCE_SESSION_FACT	RSES2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	RSES2TNT_FK		Improves access time based on Tenant.
RESOURCE_SKILL_FACT	RSKL2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	RSKL2TNT_FK		Improves access time based on Tenant.
RESOURCE_STATE_FACT	RESF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	RESF2TNT_FK		Improves access time based on Tenant.
RESOURCE_STATE_REASON_FACT	IDX_RSRF_ST_TOD		Improves access time based on Standard Tenant Time Of Day.
	RSRF2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
	RSRF2TNT_FK		Improves access time based on Tenant.
SM_RES_SESSION_FACT	IDX_SRSES_MT		Improves access based on the media type.
	IDX_SRSES_RES		Improves access based on the resource.
	IDX_SRSES_DTI		Improves access based on the DATE_TIME keys for the calendar dates and 15-minute intervals when the summarized resource session began and ended.
	SRSES2TNT_FK		Improves access time based on Tenant.
	SRSES2TDTS_FK		Improves access time based on Tenant Date (tenant standard time zone).
SM_RES_STATE_FACT	SRESF2TDTS_FK		
	IDX_SRST_IRF_UPD		Improves access time based on Resource, Resource State, and start/end times (tenant standard time zone).
	IDX_SRST_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
	IDX_SRST_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
SM_RES_STATE_REASON_FACT	SRSR2TDTS_FK		
	IDX_SM_RSR_RC		Used by the aggregation process to determine changed data.
	IDX_SRSTR_SDTI		Improves access time based on Tenant Start Date Time (tenant standard time zone).
	IDX_SRSTR_AGGR		Improves access time based on the primary dimensions needed to facilitate aggregation.
TENANT_DATE	IDX_TD_CYMDN		Improves access time based on the date in YYYYMMDD format.

Appendix

This appendix lists the permissible values for three columns of the CALL_RESULT and RESOURCE_ tables.

CALL_RESULT. CALL_RESULT

None
Abandoned
Agent CallBack Error
All Trunks Busy
Answer
Answering Machine Detected
Bridge
Busy
Call Drop Error
Cancel Record
Cleared
Conferenced
Consult
Converse-On
Covered
Deafened
Dial Error
Do Not Call
Dropped
Dropped On No Answer
Fax Detected
Forwarded
General Error
Group CallBack Error
Held
No Answer
No Dial Tone
No Established Detected
No Port Available
No Progress
No RingBack Tone
NU Tone
Ok
Overflowed
Pager Detected
Picked
Queue Full
Redirected
Remote Release
Silence
SIT Detected
SIT IC (Intercept)
SIT Invalid Number
SIT NC (No Circuit)
SIT RO (Reorder)
SIT Unknown Call State
SIT VC (Vacant Code)
Stale
Switch Error
System Error
Transfer Error
Transferred
Unknown Call Result
Wrong Number
Wrong Party

CALL_RESULT. CALL_RESULT_CODE

NONE
ABANDONED
AGENT_CALLBACK_ERROR
ALL_TRUNKS_BUSY
ANSWER
ANSWERING_MACHINE_DETECTED
BRIDGE
BUSY
CALL_DROP_ERROR
CANCEL_RECORD
CLEARED
CONFERENCED
CONSULT
CONVERSE_ON
COVERED
DEAFENED
DIAL_ERROR
DO_NOT_CALL
DROPPED
DROPPED_ON_NO_ANSWER
FAX_DETECTED
FORWARDED
GENERAL_ERROR
GROUP_CALLBACK_ERROR
HELD
NO_ANSWER
NO_DIAL_TONE
NO_ESTABLISHED_DETECTED
NO_PORT_AVAILABLE
NO_PROGRESS
NO_RINGBACK_TONE
NU_TONE
OK
OVERFLOWED
PAGER_DETECTED
PICKED
QUEUE_FULL
REDIRECTED
REMOTE_RELEASE
SILENCE
SIT_DETECTED
SIT_IC
SIT_INVALID_NUMBER
SIT_NC
SIT_RO
SIT_UNKNOWN_CALL_STATE
SIT_VC
STALE
SWITCH_ERROR
SYSTEM_ERROR
TRANSFER_ERROR
TRANSFERRED
UNKNOWN_CALL_RESULT
WRONG_NUMBER
WRONG_PARTY

RESOURCE_. RESOURCE_SUBTYPE

Unknown
Agent
ACDQueue
VirtualQueue
InteractionQueue
InteractionWorkBin
RoutingPoint
VirtualRoutingPoint
ExternalRoutingPoint
ServiceNumber
RoutingQueue
RoutingStrategy
RoutingStrategy
UnknownDNType
Extension
ACDPosition
ACDQueue
RoutingPoint
VirtualQueue
VirtualRoutingPoint
VoiceTreatmentPort
VoiceMail
CallProcessingPort
FAX
Modem
MusicPort
Trunk
TrunkGroup
TieLine
TieLineGroup
Mixed
ExternalRoutingPoint
NetworkDestination
ServiceNumber
Routing Queue
CommunicationDN
E-mailAddress
VoiceOverIPPort
VideoOverIPPort
Chat
CoBrowse
VoiceOverIP
Service
Workflow
AccessResource
UnknownDNType
Extension
ACDPosition
VoiceTreatmentPort
VoiceMail
MobileStation
CallProcessing Port
FAX
Modem
MusicPort
Trunk
TrunkGroup
TieLine
TieLineGroup
Mixed
NetworkDestination
ServiceNumber
CommunicationDN
E-mailAddress
VoiceOverIPPort
VideoOverIPPort
Chat
CoBrowse
VoiceOverIPService
Workflow