



## **Genesys Info Mart 8**

# Database Compatibility Reference Wiki Redirect

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# Genesys Info Mart Start Page

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Welcome to the Genesys Info Mart documentation portal!

## What is Genesys Info Mart?

Genesys Info Mart produces a data mart containing several star schemas used for contact center historical reporting. Genesys Info Mart can be configured to extract and transform data from several Genesys relational source databases, and load the transformed data into Genesys Info Mart's dimension, fact, and aggregate database tables. The data in these tables can be queried via Structured Query Language (SQL) to obtain results that enable you to examine the data in detail, produce aggregates, identify patterns, and predict trends for your organization.

For the latest information about the Genesys Info Mart 8.1 release, see:

- [Genesys Info Mart 8.1 Release Advisory](#) <sup>[1]</sup>
- [Genesys Info Mart 8.1 Release Note](#) <sup>[2]</sup>
- [Genesys Info Mart 8.1 Deployment Procedure](#) <sup>[3]</sup>
- [Genesys Info Mart Administration Console 8.1 Release Note](#) <sup>[4]</sup>

For the latest information about the Genesys Info Mart 8.0 release, see:

- [Genesys Info Mart 8.0 Release Advisory](#) <sup>[5]</sup>
- [Genesys Info Mart 8.0 Release Note](#) <sup>[6]</sup>
- [Genesys Info Mart 8.0 Deployment Procedure](#) <sup>[7]</sup>
- [Genesys Info Mart Administration Console 8.0 Release Note](#) <sup>[8]</sup>

## The Genesys Info Mart Documentation

### Release 8.1



#### [Genesys Info Mart 8.1 Deployment Guide](#) <sup>[9]</sup>

This document provides information about architecture, configuration requirements, and installation steps for Genesys Info Mart and the Genesys Info Mart Administration Console. This guide also provides in-depth information about data processing, maintenance, and purging.



#### [Genesys Info Mart 8.1 Operations Guide](#) <sup>[10]</sup>

This document provides information about the Genesys Info Mart jobs. The jobs execute extract, transform, and load (ETL) processes, maintain the Info Mart database, and migrate the database schema as required. The guide also explains how to use the Genesys Info Mart Administration Console to monitor and administer the jobs.



#### [Genesys Info Mart 8.1 User's Guide](#) <sup>[11]</sup>

This document provides information about how to use data that is stored by Genesys Info Mart for contact center historical reporting.



#### [Genesys Info Mart 8.1 Oracle Reference Manual](#) <sup>[12]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Oracle RDBMS.

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**Genesys Info Mart 8.1 Microsoft SQL Reference Manual** <sup>[13]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Microsoft SQL RDBMS.

**Genesys Info Mart Database Compatibility Reference**

This addendum to Genesys Info Mart Reference Manual is provided as wiki pages and includes compatibility information for database tables and fields that will help you to adjust the existing Info Mart 7.6 SQL queries for use with Info Mart 8.x database.

## Release 8.0

**Genesys Info Mart 8.0 Deployment Guide** <sup>[14]</sup>

This document includes installation procedures for the Genesys Info Mart Administration Console and Genesys Info Mart and acquaints you with their functions.

**Genesys Info Mart 8.0 Operations Guide** <sup>[15]</sup>

This document provides information about the Genesys Info Mart jobs. The jobs extract, transform, and load (ETL) data, maintain the Info Mart database, and migrate the database schema as required. The guide also explains how to use the Genesys Info Mart Administration Console to monitor and administer the jobs and how to purge the Info Mart database.

**Genesys Info Mart 8.0 User's Guide** <sup>[16]</sup>

This document provides examples of common voice and multimedia interactions.

**Genesys Info Mart 8.0 Oracle Reference Manual** <sup>[17]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Oracle RDBMS.

**Genesys Info Mart 8.0 Microsoft SQL Reference Manual** <sup>[18]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Microsoft SQL RDBMS.

**Genesys Info Mart Database Compatibility Reference**

This addendum to Genesys Info Mart Reference Manual is provided as wiki pages and includes compatibility information for database tables and fields that will help you to adjust the existing Info Mart 7.6 SQL queries for use with Info Mart 8.x database.

## Related Documentation Resources

The following resources provide additional information that is relevant to Genesys Info Mart.



### Genesys Hardware Sizing Guide <sup>[19]</sup>

This document provides the system-level information about Genesys hardware sizing guidelines for the Genesys 7.x and 8.x releases to date, including Genesys Info Mart release 7.6.



### Genesys Migration Guide <sup>[20]</sup>

This document provides documented migration strategies for Genesys product releases. The Genesys Info Mart 8.x part of the guide includes instructions on how to migrate Genesys Info Mart from release 8.0.x to release 8.1. The procedure for migrating the Info Mart 7.6 aggregate data into the Reporting and Analytics Aggregates (RAA) 8.1 database schema is also provided.



- You will find additional help and advice in the Genesys forums <sup>[21]</sup>.

## References

- [1] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B9CB405A445E48524C5650A7E0186F9F&view=item>
- [2] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B3BFC6DABE22B62AAE32A6CF3242ADD9&view=item>
- [3] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BCD129B633B02DBA27C4E11965A2D930&view=item>
- [4] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B4C131A63BA035AA2FB429599DE61260&view=item>
- [5] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B7C732AA32AA32AA32AA3247B0C13443&view=item>
- [6] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BCD129B633B02DBA27C4E119718EFF0C&view=item>
- [7] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BCD129B633B02DBA27C4E1196696E916&view=item>
- [8] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BDD32CBA28B634B230AE3C4FC03E50AF&view=item>
- [9] <http://genesyslab.com/support/dl/retrieve/default.asp?item=C23D5356594C5F5255584BC93B4EC43E&view=item>
- [10] <http://genesyslab.com/support/dl/retrieve/default.asp?item=C543C4EA00A64C62881E94EF246AA0E7&view=item>
- [11] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B9CB405A445E48524C5650A7E01A6B9B&view=item>
- [12] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BDD32CBA28B634B230AE3C4FBCCA394F&view=item>
- [13] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BED527C6E504A34261801F718FFE0E86&view=item>
- [14] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B9CB405A445E48524C5650A7D22C5DAF&view=item>
- [15] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B8C93DA63FA831AA33AC3541B7D02758&view=item>
- [16] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BBCF3EAA36B22EBA26C2DE2F5CA8E019&view=item>
- [17] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BDD32CBA28B634B230AE3C4FBECC40BB&view=item>
- [18] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BBCF3EAA36B22EBA26C2DE2F5CA8E215&view=item>
- [19] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B3BFC6DABE22B62AAE32A6D32753A0D1&view=item>
- [20] <http://genesyslab.com/support/dl/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>
- [21] <http://forums.genesyslab.com>

# Genesys Info Mart Database Compatibility Reference

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**Purpose:** To provide guidelines for mapping Info Mart 7.6 database SQL queries for use with an Info Mart 8.x database.

## Preface

Welcome to the *Genesys Info Mart Database Compatibility Reference*.

This addendum to Genesys Info Mart Reference Manual is provided as wiki pages and includes compatibility information for database tables and fields that existed in the Genesys Info Mart database schema in release 7.6. This document is intended to help you identify any adjustments you need to make to your existing Info Mart 7.6 database SQL queries for use with Info Mart 8.x database. This document does not describe completely the new additions to the database schema resulting from any functional enhancements in release 8.x.

This information is valid for the initial 8.1.0 release of Genesys Info Mart. To make this document useful for the 8.0.x releases of Genesys Info Mart, any differences in the database schema between 8.0.x and 8.1.0 releases are noted.

## Guidelines to Understanding Information in this Document

The information about database compatibility is intended to help you with:

- Understanding changes in Genesys Info Mart between releases 7.6 and 8.x at the database schema level from the perspective of backward compatibility.
- Finding which tables and fields are obsolete and whether any replacement data is available in the 8.x schema.
- Re-targeting your existing SQL queries towards new, 8.x fields.

The Database Schema Changes Overview provides a high-level summary of changes in the Info Mart database schema. More detailed information is provided for those tables that underwent significant changes.

The following Type of Change notation is used for the tables for which the changes are documented at the database column level:

- **No Change** when the column has not changed between releases 7.6 and 8.x.
- **Retired** when no replacement column is provided in the 8.x schema.
- **Moved** when the same column has been placed into another table, either new or previously existent.
- **Replaced** when the data that the column provided is now available in another column, either new or previously existent, or through calculations.
- **Changed** when the column has changed in any other way. For example, the list of available values may have been modified (value changed), or the same data is presented in a different format (format changed), or the column name and location remains the same, but the data stored in the column has been enhanced or modified (meaning changed).

For a conceptual understanding of architecture and functionality provided in release 8.x of Genesys Info Mart, refer to other documents available for Genesys Info Mart 8.0 and/or 8.1.

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## Intended Audience

This guide is primarily intended for Genesys Info Mart 7.6 customers who are considering deployment of the 8.x release of Genesys Info Mart, and who have previously developed custom queries against the Info Mart 7.6 database schema.

This guide assumes that you have a basic understanding of:

- Computer-Telephony Integration (CTI) concepts, processes, terminology, and applications.
- RDBMSs (relational database management systems)
- SQL (Structured Query Language)
- Your existing custom queries and reporting needs.

## Info Mart 7.6 Tables

It is recommended that you review Database Schema Changes Overview prior to reading about changes at a table level.

**Note:** An asterisk (\*) in a table name stands for an aggregation level such as SUBHR, HOUR, DAY, or MONTH.

AG2\_INB\_V\_AGENT\_QUEUE\_\*  
AG2\_INB\_V\_IXN\_AGENT\_GRP\_\*  
AG2\_INB\_V\_IXN\_AGENT\_\*  
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\_ABN\_\*  
AG2\_INB\_V\_QUEUE\_ANS\_\*  
AG2\_INB\_V\_QUEUE\_GRP\_\*  
AG2\_INB\_V\_QUEUE\_\*  
AG2\_OUT\_V\_IXN\_AGENT\_GRP\_\*  
AG2\_OUT\_V\_IXN\_AGENT\_\*  
AGGREGATE\_CTRL\_\*  
AG\_AGENT\_VOICE\_IXN\_\*  
AG\_SKILL\_GROUP\_ABN\_\*  
AG\_SKILL\_GROUP\_\*  
AG\_SKILL\_RESOURCE\_ABN\_\*  
AG\_SKILL\_RESOURCE\_\*  
AG\_SKILL\_VOICE\_INB\_IXN\_\*  
AG\_STATE\_REASON\_VOICE\_\*  
AUDIT\_  
CALLING\_LIST  
CALLING\_LIST\_METRIC\_FACT  
CALLING\_LIST\_TO\_CAMP\_FACT  
CALL\_RESULT  
CAMPAIGN  
CAMPAIGN\_GROUP\_SESSION\_FACT  
CAMPAIGN\_GROUP\_STATE  
CAMPAIGN\_GROUP\_STATE\_FACT  
CONTACT\_ATTEMPT\_FACT

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CONTACT\_INFO\_TYPE  
CURRENCY  
CUSTOMER  
DATA\_MIGRATION  
DATE\_TIME  
DIALING\_MODE  
DT\_DND\_FACT  
DT\_RES\_STATE\_FACT  
DT\_RES\_STATE\_REASON\_FACT  
ENTERPRISE\_DATE  
ENTERPRISE\_MONTH  
GROUP\_  
GROUP\_TO\_CAMPAIGN\_FACT  
GVP\_APPLICATION  
GVP\_CALL\_FACT  
GVP\_SUBCALL\_FACT  
GVP\_SUBCALL\_FLOW  
GVP\_VOICE\_MEDIA\_SERVER  
GVP\_WEB\_APPL\_SERVER  
INTERACTION\_DESCRIPTOR  
INTERACTION\_FACT  
INTERACTION\_RESOURCE\_FACT  
INTERACTION\_RESOURCE\_STATE  
INTERACTION\_SEGMENT\_FACT  
INTERACTION\_TYPE  
IXN\_RESOURCE\_STATE\_FACT  
MEDIA\_TYPE  
MEDIATION\_SEGMENT\_FACT  
MMEDIA\_IXN\_FACT\_EXT  
MMEDIA\_SEG\_FACT\_EXT  
PLACE  
PLACE\_GROUP\_FACT  
RECORD\_FIELD\_GROUP\_1  
RECORD\_FIELD\_GROUP\_2  
RECORD\_STATUS  
RECORD\_TYPE  
REQUESTED\_SKILL  
REQUESTED\_SKILL\_COMBINATION  
RESOURCE\_  
RESOURCE\_GROUP\_COMBINATION  
RESOURCE\_GROUP\_FACT  
RESOURCE\_SESSION\_FACT  
RESOURCE\_SKILL\_FACT  
RESOURCE\_STATE  
RESOURCE\_STATE\_FACT  
RESOURCE\_STATE\_REASON  
RESOURCE\_STATE\_REASON\_FACT

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ROUTING\_TARGET  
SCHEMA\_INFO  
SKILL  
SM\_RES\_STATE\_FACT  
SM\_RES\_STATE\_REASON\_FACT  
SM\_RES\_SESSION\_FACT  
STOP\_ACTION  
STRATEGY  
TECHNICAL\_DESCRIPTOR  
TENANT  
TENANT\_DATE  
TIME\_OF\_DAY  
TIME\_RANGE  
TIME\_ZONE  
USER\_DATA  
USER\_DATA\_2  
VOICE\_IXN\_FACT\_EXT  
VOICE\_RES\_FACT\_EXT  
VOICE\_SEG\_FACT\_EXT

## Related Documentation Resources

For additional information about Genesys Info Mart 8 features and database schema descriptions for releases 7.6, 8.0, and 8.1, see the following Genesys Info Mart documentation.

### Release 8.1



#### Genesys Info Mart 8.1 Deployment Guide <sup>[9]</sup>

This document provides information about architecture, configuration requirements, and installation steps for Genesys Info Mart and the Genesys Info Mart Administration Console. This guide also provides in-depth information about data processing, maintenance, and purging.



#### Genesys Info Mart 8.1 Oracle Reference Manual <sup>[12]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Oracle RDBMS.



#### Genesys Info Mart 8.1 Microsoft SQL Reference Manual <sup>[13]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart star schemas for your Microsoft SQL RDBMS.

If you have used the Info Mart 7.6 aggregates, see also the documentation for Reporting and Analytics Aggregates (RAA) 8.1:



**Reporting and Analytics Aggregates 8.1 Deployment Guide** <sup>[1]</sup>

This document describes how to deploy the RAA package provided with Genesys Info Mart 8.1.

**Reporting and Analytics Aggregates 8.1 Reference Manual** <sup>[2]</sup>

This document describes the aggregate tables that are available to Genesys Info Mart 8.1 customers with deployment of RAA 8.1.

**Reporting and Analytics Aggregates 8.1 User's Guide** <sup>[3]</sup>

This document describes the aggregation process, provides the aggregation hierarchies, and explains how to enable aggregation of user data.

**Genesys Migration Guide** <sup>[20]</sup>

The Genesys Info Mart 8.x part of the guide provides the procedure for migrating the Info Mart 7.6 aggregate data into the RAA 8.1 database schema.

## Release 8.0

**Genesys Info Mart 8.0 Deployment Guide** <sup>[14]</sup>

Part One of this document describes the functionality provided in release 8.0 of Genesys Info Mart and highlights the deployment considerations.

**Genesys Info Mart 8.0 Oracle Reference Manual** <sup>[17]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 8.0 star schemas for your Oracle RDBMS.

**Genesys Info Mart 8.0 Microsoft SQL Reference Manual** <sup>[18]</sup>

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 8.0 star schemas for your Microsoft SQL RDBMS.

If you have used the Info Mart 7.6 aggregates, see also the documentation for Reporting and Analytics Aggregates (RAA) 8.0:

**Reporting and Analytics Aggregates 8.0 Deployment Guide** <sup>[4]</sup>

This document describes how to deploy the RAA package provided with Genesys Info Mart 8.0.

**Reporting and Analytics Aggregates 8.0 Reference Manual** <sup>[5]</sup>

This document describes the aggregate tables that are available to Genesys Info Mart 8.0 customers with deployment of RAA 8.0.

**Reporting and Analytics Aggregates 8.0 User's Guide** <sup>[6]</sup>

This document describes the aggregation process, provides the aggregation hierarchies, and explains how to enable aggregation of user data.

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## Release 7.6



### Genesys Info Mart 7.6 Oracle Reference Manual [7]

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 7.6 star schemas for your Oracle RDBMS.



### Genesys Info Mart 7.6 Microsoft SQL Reference Manual [8]

This document acquaints you with the subject areas, tables, and fields that make up the Genesys Info Mart 7.6 star schemas for your Microsoft SQL RDBMS.

## References

- [1] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BDD32CBA28B634B230AE3C4FBCCA40BF&view=item>
- [2] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B6C52FB62DB42BB229B02751A7DD2C5C&view=item>
- [3] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BCD129B633B02DBA27C4E11965A2D734&view=item>
- [4] <http://genesyslab.com/support/dl/retrieve/default.asp?item=B7C732AA32AA32AA32AA3247B0C73243&view=item>
- [5] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BED527C6E504A34261801F718DFC0F7E&view=item>
- [6] <http://genesyslab.com/support/dl/retrieve/default.asp?item=BCD129B633B02DBA27C4E1197390E924&view=item>
- [7] <http://genesyslab.com/support/dl/retrieve/default.asp?item=A9CB309AF4DEB8127C5640A7C92B4DAD&view=item>
- [8] <http://genesyslab.com/support/dl/retrieve/default.asp?item=A7C722AA22AA22AA22AA2247A7C72743&view=item>

# Database Schema Changes Overview



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**Purpose:** To provide a high-level description of changes in the Info Mart 8.x schema.

## Database Schema Changes Overview

Genesys Info Mart release 8.x brings a number of architectural and functional changes that affect the Info Mart database schema.

### Simplified Database Model

The lowest level of data details that Genesys Info Mart provides in release 8.x is better aligned with Interaction Concentrator model. The GIDB (Global Interaction Database) within the Genesys Info Mart database schema represents a subset of Interaction Database (IDB) tables and stores data from any number of IDBs, consolidating data from multiple IDBs in one database instance.

The Info Mart schema no longer includes the following fact tables for storing segment-based data:

- INTERACTION\_SEGMENT\_FACT
- VOICE\_SEG\_FACT\_EXT
- MMEDIA\_SEG\_FACT\_EXT

The Info Mart schema no longer includes the following fact extension tables because the INTERACTION\_FACT table now includes the necessary fields that store both voice and multimedia data:

- VOICE\_IXN\_FACT\_EXT
- MMEDIA\_IXN\_FACT\_EXT

A number of columns have been removed from the following tables--either as obsolete or because other fields (new or existing) provide the same type of data:

- INTERACTION\_FACT
- INTERACTION\_RESOURCE\_FACT (IRF)
- MEDIATION\_SEGMENT\_FACT (MSF)

## Obsolete Intraday and Historical Tables and Views

Intraday tables are no longer separated from their corresponding historical fact tables. Instead, the ETL (extraction, transformation, and loading) process stores data directly into a single set of fact tables from which the data is available for both historical and near real-time reporting. All the intraday fact tables (whose names started with the prefix R\_) have been removed from the Info Mart 8.x schema.

In line with this change, Genesys Info Mart 8.x provides no separate intraday (R\_\*), historical (H\_\*), or blended fact views.

## Agent Activity Details

The following tables have been removed, because GIDB tables now provide similar low-level details on agent activity:

- DT\_DND\_FACT
- DT\_RES\_STATE\_FACT
- DT\_RES\_STATE\_REASON\_FACT

The Info Mart schema no longer includes the following fact tables:

- RESOURCE\_SESSION\_FACT
- RESOURCE\_STATE\_FACT
- RESOURCE\_STATE\_REASON\_FACT

Instead, summary (SM\_\*) tables provide summarized login session data, agent state data, and agent state reason data for each agent resource. Calculation of the agent summarized state is made according to a new, deterministic model. Genesys Info Mart release 8.x stores a single reason code at a time in the SM\_RES\_STATE\_REASON\_FACT table, which is different from release 7.6. Refer to *Genesys Info Mart 8.0 User's Guide* for more details about agent data processing.

## Changes to Aggregation Tables

The Info Mart schema no longer includes aggregation tables, by default. Aggregation tables that start with AG2\_\* are now available, under new names, with either Genesys Interactive Insights (GI2) reports or Reporting and Analytics Aggregates (RAA) package. Support for aggregation tables that start with AG\_\* is discontinued in release 8.0.

- For the complete list of aggregation tables that were preserved in release 8.x, see Aggregation Tables.
  - For the complete list of aggregation tables that were retired in release 8.x, see Obsolete Tables.
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## Changes to Audit Information

The AUDIT\_ table in the Info Mart schema has been replaced with an administrative control table, CTL\_AUDIT\_LOG. As a result, the following two fields, which remain present in fact and dimension tables, point now to records in the new audit table:

- CREATE\_AUDIT\_KEY
- UPDATE\_AUDIT\_KEY

Furthermore, the following two fields have been removed from all fact, dimension, and aggregate tables because the data is provided in the CTL\_AUDIT\_LOG table:

- GMT\_ROW\_CREATED\_TIME (**Note:** To obtain this value, use CTL\_AUDIT\_LOG.CREATED WHERE AUDIT\_LOG\_KEY=CREATE\_AUDIT\_KEY)
- GMT\_ROW\_UPDATED\_TIME (**Note:** To obtain this value, use CTL\_AUDIT\_LOG.CREATED WHERE AUDIT\_LOG\_KEY=UPDATE\_AUDIT\_KEY)

## DATE\_TIME Dimension Improvements

The date and time model has been simplified by reducing both the number of predefined date and time related tables in the schema and the number of date and time related fields in the fact tables. At the same time, release 8.x provides flexibility in the creation of custom DATE\_TIME dimension tables.

For more information, see Changes to Time-Related Tables and Fields.

## Outbound Contact Details Processing

The number of columns in the CONTACT\_ATTEMPT\_FACT table has been reduced.

A number of 7.6 tables that stored Outbound Contact details have been replaced with views, which provide the same level of detail, based on data in GIDB tables. For a complete list, see Tables Replaced with Views.

## Multimedia Data Storage

As mentioned in the #Simplified Database Model section, the MMEDIA\_IXN\_FACT\_EXT and MMEDIA\_SEG\_FACT\_EXT tables have been removed from the Info Mart schema. Instead, the INTERACTION\_RESOURCE\_FACT, IXN\_RESOURCE\_STATE\_FACT, and MEDIATION\_SEGMENT\_FACT tables now store multimedia data in the same fields as those that are used for voice data.

Special GIDB tables (with the suffix \*\_MM) store low-level details for Genesys eServices/Multimedia and 3rd Party Media interactions.

The STOP\_ACTION table, that stored the reasons for a multimedia interaction to be stopped, has been removed from the schema.

## User Data Handling

The mechanism for processing and storing user data has been improved to allow flexibility and to accommodate any number and type of user data that is captured in a contact center environment. As a consequence, the following tables have been removed from the schema:

- USER\_DATA
- USER\_DATA\_2

For more information, see Changes to User Data Tables and Fields.

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## Purging

The purging logic has been modified. While with Genesys Info Mart release 7.6, data could be either removed entirely or flagged for deletion, release 8.x implementation supports data removal only. In 8.x, purging is performed in accordance with configurable data retention policies for the various types of data. As a consequence, the PURGE\_FLAG field is not populated in any table, although it is retained in the schema as a reserved field in some fact tables.

## Obsolete Views

While both single-tenant deployment applications and multi-tenant deployment service-provider applications are still advised to query dimension and fact data from the read-only views, the read-only views on all the dimensions and facts are no longer provided for a single-tenant environment. Instead, a set of views can be created by using the make\_gim\_view\_for\_tenant.sql script.

Additionally, the following views have been removed from the Info Mart schema as obsolete:

- CHAT\_IXN\_FACT\_EXT and R\_CHAT\_IXN\_FACT\_EXT
- CHAT\_SEG\_FACT\_EXT and R\_CHAT\_SEG\_FACT\_EXT
- EMAIL\_IXN\_FACT\_EXT and R\_EMAIL\_IXN\_FACT\_EXT
- EMAIL\_SEG\_FACT\_EXT and R\_EMAIL\_SEG\_FACT\_EXT
- VQ\_SEGMENT\_FACT

## Further Information About Schema Changes

For more information that pertains to the Info Mart database schema compatibility between releases 7.6 and 8.x, refer to the following sections of this document:

- Tables that Changed in Release 8, for the list of tables that have been changed significantly in release 8.x.
  - Tables with Limited Changes, for the list of tables that experienced only general model changes between releases 7.6 and 8.x.
  - Changes to Time-Related Tables and Fields, for a high-level description of changes to date and time-related tables and fields in the Info Mart 8.x schema.
  - Changes to User Data Tables and Fields, for a high-level description of changes to user data tables in the Info Mart 8.x schema.
  - Aggregation Tables, for the list of aggregation tables that have been retained but moved to Reporting and Analytics Aggregates package in release 8.x.
  - Tables Replaced with Views, for the list of tables that have been replaced with views in release 8.x.
  - Obsolete Tables, the list of tables that have been either entirely removed or merged with other tables in release 8.x.
  - Tables Not Covered by This Document, for the list of tables that are excluded from the coverage.
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# Aggregation Tables

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**Purpose:** To provide the list of aggregation tables that have been retained but moved to Reporting and Analytics Aggregates (RAA) package in release 8.x.

## Aggregation Tables

The following tables are still available in release 8.x, although under new names, as long as you deploy Genesys Interactive Insights (GI2) or Reporting and Analytics Aggregates (RAA) package:

- AG2\_INB\_V\_AGENT\_QUEUE\_\*
- AG2\_INB\_V\_IXN\_AGENT\_GRP\_\*
- AG2\_INB\_V\_IXN\_AGENT\_\*
- 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\_ABN\_\*
- AG2\_INB\_V\_QUEUE\_ANS\_\*
- AG2\_INB\_V\_QUEUE\_GRP\_\*
- AG2\_INB\_V\_QUEUE\_\*
- AG2\_OUT\_V\_IXN\_AGENT\_\*
- AG2\_OUT\_V\_IXN\_AGENT\_GRP\_\*
- AGGREGATE\_CTRL\_\*
- TIME\_RANGE (**Note:** This table has been renamed to AGR\_TIME\_RANGE.)

**Note:** An asterisk (\*) in a table name stands for an aggregation level such as SUBHR, HOUR, DAY, or MONTH.

See also [Obsolete Tables](#) for the list of aggregation tables that were retired in release 8.x.

Refer to the Reporting and Analytics Aggregates (RAA) documentation and to the chapter regarding the aggregates migration in the *Genesys Migration Guide* for information about aggregation tables and/or their 8.x replacements.

# Tables that Changed in Release 8

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8



**Purpose:** To provide the list of tables that have been changed significantly in release 8.x.

## Tables that Changed in Release 8

The tables listed in this article have been preserved in the Genesys Info Mart database schema in release 8.x, but have been modified beyond the changes to the audit-, time-, and purging-related fields that were typical for the tables presented in Tables with Limited Changes.

### Types of Changes

The following Type of Change notation is used for the tables for which the changes are documented at the database column level:

- **No Change** when the column has not changed between releases 7.6 and 8.x.
- **Retired** when no replacement column is provided in the 8.x schema.
- **Moved** when the same column has been placed into another table, either new or previously existent.
- **Replaced** when the data that the column provided is now available in another column, either new or previously existent, or through calculations.
- **Changed** when the column has changed in any other way. For example, the list of available values may have been modified (value changed), or the same data is presented in a different format (format changed), or the column name and location remains the same, but the data stored in the column has been enhanced or modified (meaning changed).

### List of Tables with Significant Changes

Use the links below to access information about changes in the following tables presented at the field level:

[CONTACT\\_ATTEMPT\\_FACT](#)

[DATE\\_TIME](#)

[INTERACTION\\_FACT](#)

[INTERACTION\\_RESOURCE\\_FACT](#)

[MEDIATION\\_SEGMENT\\_FACT](#)

[RESOURCE\\_](#)

[SM\\_RES\\_STATE\\_FACT](#)


[SM\\_RES\\_STATE\\_REASON\\_FACT](#)


[SM\\_RES\\_SESSION\\_FACT](#)

[STRATEGY](#)

# INTERACTIONFACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Genesys Info Mart Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > INTERACTION\_FACT

 **Purpose:** To provide compatibility references between the columns in the 7.6 INTERACTION\_FACT table and the fields in the Info Mart 8.x schema.

## Table INTERACTION\_FACT

This table has been redesigned significantly because of the changes in handling the lowest level of data details. In the Info Mart 7.6 schema, INTERACTION\_FACT is modeled as a summary of the underlying INTERACTION\_SEGMENT\_FACT rows, rather than as a summary of the underlying INTERACTION\_RESOURCE\_FACT rows. Because of the removal of the INTERACTION\_SEGMENT\_FACT table in the Info Mart 8.0 schema, most of the INTERACTION\_FACT columns have been retired as well. In addition to using the recommendations for particular fields below, consider summarizing the underlying INTERACTION\_RESOURCE\_FACT data to obtain the metrics similar to those in your 7.6 reports.

7.6 Column Name		8.x Changes		
	Type of Change	Description/Recommendation		New Table.Column
INTERACTION_ID	No Change			
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		



TENANT_KEY	No Change	
INTERACTION_TYPE_KEY	No Change	
MEDIA_TYPE_KEY	No Change	
TECHNICAL_DESCRIPTOR_KEY	Replaced	INTERACTION_RESOURCE_FACT.TECHNICAL_DESCRIPTOR_KEY or MEDIATION_SEGMENT_FACT.TECHNICAL_DESCRIPTOR_KEY
MEDIA_RESOURCE_KEY	Can be calculated from Replaced MEDIA_RESOURCE_KEY for child IRF records	INTERACTION_RESOURCE_FACT.MEDIA_RESOURCE_KEY
RESOURCE_KEY	Can be calculated from RESOURCE_KEY for Replaced child IRF records.	INTERACTION_RESOURCE_FACT.RESOURCE_KEY or MEDIATION_SEGMENT_FACT.RESOURCE_KEY
PLACE_KEY	Can be calculated from PLACE_KEY for child Replaced IRF records.	INTERACTION_RESOURCE_FACT.PLACE_KEY
REQUESTED_SKILL_KEY	Can be calculated from Replaced REQUESTED_SKILL_KEY for child IRF records.	INTERACTION_RESOURCE_FACT.REQUESTED_SKILL_KEY
INTERACTION_DESCRIPTOR_KEY	Can be calculated using Replaced IRF_USER_DATA_KEYS and child IRF records.	IRF_USER_DATA_KEYS.INTERACTION_DESCRIPTOR_KEY
CUSTOMER_KEY	Can be calculated Replaced from IRF_USER_DATA_GEN_1 and child IRF records.	
CURRENCY_KEY	Retired	
USER_DATA_KEY	See Changes to User Data Tables and Fields. Replaced	
USER_DATA_2_KEY	See Changes to User Data Tables and Fields. Replaced	
CREATE_AUDIT_KEY	See Database Schema Changes Overview. Changed	
UPDATE_AUDIT_KEY	See Database Schema Changes Overview. Changed	
ROOT_INTERACTION_ID	Retired	
IXN_FACT_EXT_KEY	Retired	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.

STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
MEDIA_SERVER_ROOT_IXN_ID	No Change	
MEDIA_SERVER_IXN_ID	No Change	
MEDIA_SERVER_ROOT_IXN_GUID	No Change	
MEDIA_SERVER_IXN_GUID	No Change	
INTERACTION_COUNT	Retired	Was always set to 1.
UNIQUE_INTERACTION_COUNT	Retired	Was always set to 1.
TOTAL_SEGMENT_COUNT	Retired	
TOTAL_DURATION	Replaced	Can be calculated as END_TS - START_TS (if END_TS > 0).
ROUTING_POINT_SEGMENT_COUNT	Retired	
ROUTING_POINT_SEGMENT_DURATION	Retired	
QUEUE_SEGMENT_COUNT	Retired	
QUEUE_SEGMENT_DURATION	Retired	
IVR_PORT_SEGMENT_COUNT	Retired	
IVR_PORT_SEGMENT_DURATION	Retired	
AGENT_SEGMENT_COUNT	Retired	
AGENT_SEGMENT_DURATION	Retired	
NETWORK_SEGMENT_COUNT	Retired	
NETWORK_SEGMENT_DURATION	Retired	
ALERT_COUNT	Retired	
ALERT_DURATION	Retired	
HANDLE_COUNT	Retired	
HANDLE_DURATION	Retired	
WRAP_COUNT	Retired	
WRAP_DURATION	Retired	
AGENT_HANDLE_DURATION	Retired	
CUSTOMER_HANDLE_COUNT	Retired	

CUSTOMER_HANDLE_DURATION	Retired	
CUSTOMER_WAIT_COUNT	Retired	
CUSTOMER_WAIT_DURATION	Retired	
BASELINE_SERVICE_OBJECTIVE	Moved down to IRF level, available in Replaced IRF_USER_DATA_GEN_1.	IRF_USER_DATA_GEN_1.SERVICE_OBJECTIVE
INITIAL_RESPONSE_DURATION	Retired	This metric depends on the value of voice-init-resp-duration. For TIME_TO_FIRST_SERVICE, use IRF.START_TS - IRF.RING_DURATION - IF.START_TS WHERE IRF.IRF_ACHNOR=1 AND IRF.TALK_COUNT>1. For TIME_TO_FIRST_AGENT, the calculations are similar, but instead of the IRF.IRF_ACHNOR=1 condition, find the first (min(IRF.START_TS)) IRF pointing to an agent resource and with TALK_COUNT>1. No replacement is available for TIME_FROM_IVR_TO_AGENT.
MET_SERVICE_OBJECTIVE_FLAG	Use Replaced IRF.MET_SERVICE_OBJECTIVE_FLAG WHERE IRF.IRF_ANCHOR=1.	
REQUESTED_SKILL_COUNT	Moved down to IRF level; use the value Replaced available in REQUESTED_SKILL_COMBINATION.SKILL COUNT. Find the first (min(start_ts)) IRF for which REQUESTED_SKILL_COMBINATION.SKILL COUNT > 0.	
MATCHED_SKILL_COUNT	Retired	
ANSWERED_WITH_SKILL_MATCH_FLAG	Retired	
REVENUE_STD_CURRENCY	Retired	Was a reserved field in 7.6.
COST_STD_CURRENCY	Retired	Was a reserved field in 7.6.
REVENUE_LOCAL_CURRENCY	Retired	Was a reserved field in 7.6.
COST_LOCAL_CURRENCY	Retired	Was a reserved field in 7.6.
SOURCE_ADDRESS	No Change	
TARGET_ADDRESS	No Change	
CASE_ID	Moved down to IRF level and is available in Replaced IRF_USER_DATA_GEN_1.	IRF_USER_DATA_GEN_1.CASE_ID
USER_DATA_1	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.	

USER_DATA_2	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_3	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_4	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_5	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_6	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_7	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_8	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_9	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_10	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_11	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_12	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_13	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_14	Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.


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USER_DATA_15		Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_16		Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_17		User data is stored in Replaced IRF_USER_DATA_GEN_1 and custom user data tables.
USER_DATA_18		Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_19		Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_20		Can be can calculated from child IRF records, Replaced IRF_USER_DATA_GEN_1, and custom user data tables. See Changes to User Data Tables and Fields.
ACTIVE_FLAG	No Change	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.

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# INTERACTIONRESOURCEFACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Genesys Info Mart Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > INTERACTION\_RESOURCE\_FACT

 **Purpose:** To provide compatibility references between the columns in the 7.6 INTERACTION\_RESOURCE\_FACT table and the fields in the Info Mart 8.x schema.

## Table INTERACTION\_RESOURCE\_FACT

In addition to changes to the audit-, time-, and purging-related fields, certain fields in this table were retired to eliminate duplicates.

7.6 Column Name	8.x Changes		
	Type of Change	Description/Recommendation	New Table.Column
INTERACTION_RESOURCE_ID	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
TENANT_KEY	No Change		
INTERACTION_TYPE_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
TECHNICAL_DESCRIPTOR_KEY	No Change		
MEDIA_RESOURCE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		

PLACE_KEY	No Change	
STRATEGY_KEY	No Change	
ROUTING_TARGET_KEY	No Change	
REQUESTED_SKILL_KEY	No Change	
INTERACTION_DESCRIPTOR_KEY	Moved	The INTERACTION_RESOURCE_FACT and INTERACTION_DESCRIPTOR tables are joined by using the IRF_USER_DATA_KEYS.INTERACTION_DESCRIPTOR_KEY foreign keys in the IRF_USER_DATA_KEYS table.
CUSTOMER_KEY	Retired	The CUSTOMER table has been retired. CUSTOMER_ID is stored in IRF_USER_DATA_GEN_1, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.
USER_DATA_KEY	Replaced	The USER_DATA table has been retired. Custom user data is stored in custom user data tables, which are joined to INTERACTION_RESOURCE_FACT by using the foreign keys in the IRF_USER_DATA_KEYS table. See Changes to User Data Tables and Fields.
USER_DATA_2_KEY	Replaced	The USER_DATA_2 table has been retired. Custom user data is stored in custom user data tables, which are joined to INTERACTION_RESOURCE_FACT by using the foreign keys in the IRF_USER_DATA_KEYS table. See Changes to User Data Tables and Fields.
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
INTERACTION_ID	No Change	
ROOT_INTERACTION_ID	Retired	
IXN_RES_FACT_EXT_KEY	Retired	
RES_PREVIOUS_DT_STATE_KEY	Retired	
RES_PREVIOUS_SM_STATE_KEY	No Change	
RES_PREVIOUS_SM_STATE_FACT_KEY	No Change	
PRIMARY_IXN_SEGMENT_ID	Retired	
LAST_RP_RESOURCE_KEY	No Change	
LAST_QUEUE_RESOURCE_KEY	No Change	
LAST_IVR_RESOURCE_KEY	No Change	

MEDIATION_SEGMENT_ID	No Change	
MEDIATION_RESOURCE_KEY	No Change	
MEDIATION_START_DATE_TIME_KEY	No Change	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
INTERACTION_RESOURCE_ORDINAL	Reserved. Changed	
FIRST_SVC_OR_ABN_FLAG		INTERACTION_RESOURCE_FACT.IRF_ANCHOR
	Replaced	
LAST_INTERACTION_RESOURCE	Reserved. Changed	
INTERACTION_SEGMENT_COUNT	Retired	
TOTAL_DURATION		Can be calculated as END_TS-START_TS (if END_TS>0).
	Replaced	
LEAD_CLIP_DURATION	No Change	
TRAIL_CLIP_DURATION	No Change	
ROUTING_POINT_COUNT	Retired	
ROUTING_POINT_DURATION	No Change	
QUEUE_COUNT	Retired	
QUEUE_DURATION	No Change	
IVR_PORT_COUNT	Retired	
IVR_PORT_DURATION	No Change	
HANDLE_COUNT	No Change	
CUSTOMER_HANDLE_COUNT	No Change	
PREVIOUS_MEDIATION_DURATION	No Change	
MEDIATION_DURATION	No Change	





MEDIATION_COUNT	No Change	
REQUESTED_SKILL_COUNT	Replaced	REQUESTED_SKILL_COMBINATION.SKILL COUNT
MATCHED_SKILL_COUNT	Retired	
BASELINE_SERVICE_OBJECTIVE	Replaced	<p>BASELINE_SERVICE_OBJECTIVE is stored as IRF_USER_DATA_GEN_1.SERVICE_OBJECTIVE</p> <p>SERVICE_OBJECTIVE in the IRF_USER_DATA_GEN_1 table, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.</p>
MET_SERVICE_OBJECTIVE_FLAG	No Change	
SHORT_ABANDONED_FLAG	No Change	
CONFERENCE_INITIATED_COUNT	Changed	The field doesn't exist in release 8.0, but it is restored in 8.1.
CONFERENCE_JOINED_COUNT	Replaced	<p>Replaced with IRF.CONF_JOIN_RING_COUNT. Use the value of 1 if CONF_JOIN_TALK_COUNT + CONF_JOIN_RING_COUNT &gt; 1.</p>
CONSULT_INITIATED_COUNT	Replaced	<p>Replaced with IRF.CONS_INIT_DIAL_COUNT. To receive this value, count the IRF rows with Technical Role set to InitiatedConsult.</p>
CONSULT_RECEIVED_COUNT	Replaced	<p>Replaced with IRF.CONS_RCV_TALK_COUNT. The 7.6 logic considered any answered consultation call as received. Thus, use the value of 1 if CONS_RCV_TALK_COUNT &gt; 0 and 0 otherwise.</p>
CASE_ID	Replaced	<p>CASE_ID is stored in IRF_USER_DATA_GEN_1, which is joined to INTERACTION_RESOURCE_FACT by using IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID.</p> <p>IRF_USER_DATA_GEN_1.CASE_ID</p>
USER_DATA_1	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_2	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_3	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_4	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_5	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.
USER_DATA_6	Replaced	User data is stored in IRF_USER_DATA_GEN_1 and custom user data tables. See Changes to User Data Tables and Fields.

USER_DATA_7		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_8		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_9		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_10		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_11		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_12		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_13		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_14		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_15		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_16		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_17		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_18		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_19		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
USER_DATA_20		User data is stored in IRF_USER_DATA_GEN_1 and custom Replaced user data tables. See Changes to User Data Tables and Fields.
ACTIVE_FLAG		None
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG		See Database Schema Changes Overview. Changed

# MEDIATION\_SEGMENT\_FACT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > MEDIATION\_SEGMENT\_FACT

 **Purpose:** To provide compatibility references between the columns in the 7.6 MEDIATION\_SEGMENT\_FACT table and the fields in the Info Mart 8.x schema.

## Table MEDIATION\_SEGMENT\_FACT

In addition to changes to the audit-, time-, and purging-related fields, certain fields in this table were retired because of underlying changes in the model.

7.6 Column Name	8.x Changes		New Table.Column
	Type of Change	Description/Recommendation	
MEDIATION_SEGMENT_ID	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
TENANT_KEY	No Change		
INTERACTION_TYPE_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
TECHNICAL_DESCRIPTOR_KEY	No Change		
RESOURCE_KEY	No Change		

RESOURCE_GROUP_COMBINATION_KEY	No Change	
INTERACTION_ID	No Change	
MEDIA_SERVER_I_XN_GUID	No Change	
MEDIATION_GUID	No Change	
MEDIATION_SEGMENT_COUNT	Retired	
TOTAL_DURATION	Replaced	If the result is Cleared or Abandoned, calculate as MEDIATION_DURATION. If the result is Diverted, calculate as MEDIATION_DURATION + TARGET_IRF.RING_DURATION + TARGET_IRF.CON\$RCV_RING_DURATION + TARGET_IRF.POST_CONS_XFER_RING_DURATION + TARGET_IRF.CONF_JOIN_RING_DURATION.
MEDIATION_DURATION	No Change	
TARGET_I_XN_SEGMENT_ID	Retired	
TARGET_SEG_FACT_EXT_KEY	Retired	
TARGET_I_XN_RESOURCE_ID	No Change	
TARGET_RES_FACT_EXT_KEY	Retired	
TARGET_RESOURCE_KEY	Replaced	Use IRF.RESOURCE_KEY for the target IRF.
TARGET_RES_GROUP_COMBO_KEY	Replaced	Use IRF.RESOURCE_GROUP_COMBINATION_KEY for the target IRF.
TARGET_MEDIA_RESOURCE_KEY	Replaced	Use IRF.MEDIA_RESOURCE_KEY for the target IRF.
TARGET_PLACE_KEY	Replaced	Use IRF.PLACE_KEY for the target IRF.
SHORT_ABANDONED_FLAG	No Change	
ANSWER_THRESHOLD	No Change	
MET_THRESHOLD_FLAG	No Change	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
ACTIVE_FLAG	No Change	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.


PURGE\_FLAG


Retired

See Database Schema Changes Overview.

# RESOURCE\_

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > RESOURCE\_

 **Purpose:** To provide compatibility references between the columns in the 7.6 RESOURCE\_ table and the fields in the Info Mart 8.x schema.


## Table RESOURCE\_


In addition to the changes in this table associated with the audit-, time-, and purging-related fields, the value stored in the RESOURCE\_NAME column has changed.


7.6 Column Name		8.x Changes		
	Type of Change	Description/Recommendation		New Table.Column
RESOURCE_KEY	No Change			
TENANT_KEY	No Change			
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.		
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.		
SWITCH_NAME	No Change			
IVR_NAME	No Change			
RESOURCE_TYPE	No Change			
RESOURCE_TYPE_CODE	No Change			
RESOURCE_SUBTYPE	No Change			
RESOURCE_NAME	Changed	For an agent resource, the field stores a user name only. Use a combination of RESOURCE_.RESOURCE_NAME, RESOURCE_.AGENT_FIRST_NAME, and RESOURCE_.AGENT_LAST_NAME.		
EMPLOYEE_ID	No Change			
EXTERNAL_RESOURCE_ID	No Change			

RESOURCE_CFG_DBID	No Change	
RESOURCE_CFG_TYPE_ID	No Change	
RESOURCE_ALIAS	No Change	
NETWORK_RESOURCE_FLAG	No Change	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.

# SMRESSTATEFACT

 Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > SM\_RES\_STATE\_FACT

 **Purpose:** To provide compatibility references between the columns in the 7.6 SM\_RES\_STATE\_FACT table and the fields in the Info Mart 8.x schema.


## Table SM\_RES\_STATE\_FACT

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, population of this table has changed to include active agent states as well as completed states. Population of the TOTAL\_DURATION and ACTIVE\_FLAG columns has also changed. To achieve compatibility with the Info Mart 7.6 reports, adjust the database queries to include the completed agent states only (those with ACTIVE\_FLAG=0).

7.6 Column Name	8.x Changes		
	Type of Change	Description/Recommendation	New Table.Column
SM_RES_STATE_FACT_KEY	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	

STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.
TENANT_KEY	No Change	
MEDIA_TYPE_KEY	No Change	
RESOURCE_KEY	No Change	
RESOURCE_GROUP_COMBINATION_KEY	No Change	
PRIMARY_MEDIA_RESOURCE_KEY	No Change	
RESOURCE_STATE_KEY	No Change	
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
SM_RES_SESSION_FACT_KEY	No Change	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
TOTAL_DURATION	Changed	Use the TOTAL_DURATION value from the facts where ACTIVE_FLAG=0.
LEAD_CLIP_DURATION	No Change	
TRAIL_CLIP_DURATION	No Change	
ACTIVE_FLAG	Changed	Is populated for active states in release 8.x.
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.

# SMRESSTATEREASONFACT

 Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > SM\_RES\_STATE\_REASON\_FACT



**Purpose:** To provide compatibility references between the columns in the 7.6 SM\_RES\_STATE\_REASON\_FACT table and the fields in the Info Mart 8.x schema.

## Table SM\_RES\_STATE\_REASON\_FACT


In addition to the changes in this table associated with the audit-, time-, and purging-related fields, population of this table has changed to include active agent state reasons as well as completed state reasons. The PRIMARY\_MEDIA\_RESOURCE\_KEY column has been discontinued and population of the TOTAL\_DURATION and ACTIVE\_FLAG columns has also changed. To achieve compatibility with the Info Mart 7.6 reports, adjust the database queries to include the completed agent state reasons only (those with ACTIVE\_FLAG=0).

7.6 Column Name	8.x Changes		
	Type of Change	Description/Recommendation	New Table.Column
SM_RES_STATE_REASON_FACT_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
RESOURCE_STATE_KEY	No Change		
RESOURCE_STATE_REASON_KEY	No Change		
MEDIA_TYPE_KEY	No Change		
RESOURCE_KEY	No Change		
RESOURCE_GROUP_COMBINATION_KEY	No Change		
PRIMARY_MEDIA_RESOURCE_KEY	Replaced	Can be obtained from SM_RES_STATE_FACT using SM_RES_STATE_FACT_KEY.	



SM_RES_SESSION_FACT_KEY	No Change	
SM_RES_STATE_FACT_KEY	No Change	
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.
TOTAL_DURATION	Changed	Use the TOTAL_DURATION value from the facts where ACTIVE_FLAG=0.
LEAD_CLIP_DURATION	No Change	
TRAIL_CLIP_DURATION	No Change	
ACTIVE_FLAG	Changed	Is populated for active states in release 8.x.
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.

## SMRESSESSIONFACT

 Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > SM\_RES\_SESSION\_FACT



**Purpose:** To provide compatibility references between the columns in the 7.6 SM\_RES\_SESSION\_FACT table and the fields in the Info Mart 8.x schema.


### Table SM\_RES\_SESSION\_FACT


In addition to the changes in this table associated with the audit-, time-, and purging-related fields, the population of this table has changed with respect to active login sessions. The population of the TOTAL\_DURATION column has changed also. Both release 7.6 and release 8.x populate this table for both active and completed login sessions; however, the TOTAL\_DURATION value in the Info Mart 8.x equals 0 until a session is complete.

7.6 Column Name	8.x Changes			New Table.Column
	Type of Change	Description/Recommendation		
SM_RES_SESSION_FACT_KEY	No Change			
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_START_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_END_DATE_TIME_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.		
TENANT_KEY	No Change			
MEDIA_TYPE_KEY	No Change			
RESOURCE_KEY	No Change			
RESOURCE_GROUP_COMBINATION_KEY	No Change			
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.		
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.		
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.		
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.		
TOTAL_DURATION	Changed	Release 8.x sets this field to 0 for an unfinished session and updates the field to the actual duration value after the session is complete.		
LEAD_CLIP_DURATION	None			
TRAIL_CLIP_DURATION	None			
ACTIVE_FLAG	None			
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.		
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.		
PURGE_FLAG	Changed	See Database Schema Changes Overview.		

# STRATEGY

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > STRATEGY

 **Purpose:** To provide compatibility references between the columns in the 7.6 STRATEGY table and the fields in the Info Mart 8.x schema.

## Table STRATEGY

In addition to the changes in this table associated with the audit-, time-, and purging-related fields, other columns in this table have changed as described below.

7.6 Column Name	8.x Changes		
	Type of Change	Description/Recommendation	New Table.Column
STRATEGY_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
STRATEGY_TYPE	Changed	The IVRApplcation value has been discontinued as obsolete.	
STRATEGY_TYPE_CODE	Changed	The IVRAPPLICATION value has been discontinued as obsolete.	
STRATEGY_NAME	No Change		
STRATEGY_RESULT	Retired		
STRATEGY_RESULT_CODE	Retired		
STRATEGY_OUTCOME	Retired		
STRATEGY_OUTCOME_CODE	Retired		
RESULT_REASON	Retired		
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.	
PURGE_FLAG	Changed	See Database Schema Changes Overview.	

# Tables with Limited Changes

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables with Limited Changes



**Purpose:** To provide a list of tables that experienced only general model changes between releases 7.6 and 8.x.

## Tables with Limited Changes

The changes in the following tables were limited to the audit-, time-, and purging-related fields. Otherwise, these tables did not experience major changes between releases 7.6 and 8.1:

- CALLING\_LIST\_METRIC\_FACT
- CALL\_RESULT
- CAMPAIGN\_GROUP\_SESSION\_FACT
- CAMPAIGN\_GROUP\_STATE
- CAMPAIGN\_GROUP\_STATE\_FACT
- CONTACT\_INFO\_TYPE
- DIALING\_MODE
- INTERACTION\_DESCRIPTOR (**Note:** Although the propagation mechanism changed for user data related fields, the names of the corresponding columns, such as CUSTOMER\_SEGMENT, SERVICE\_TYPE, SERVICE\_SUBTYPE, and BUSINESS\_RESULT, remain the same.)
- INTERACTION\_RESOURCE\_STATE
- INTERACTION\_TYPE
- IXN\_RESOURCE\_STATE\_FACT
- MEDIA\_TYPE
- RECORD\_FIELD\_GROUP\_1
- RECORD\_FIELD\_GROUP\_2
- RECORD\_STATUS
- RECORD\_TYPE
- REQUESTED\_SKILL
- REQUESTED\_SKILL\_COMBINATION
- RESOURCE\_GROUP\_COMBINATION
- RESOURCE\_STATE
- RESOURCE\_STATE\_REASON
- ROUTING\_TARGET
- TECHNICAL\_DESCRIPTOR (**Note:** Because of the change in the model, TECHNICAL\_RESULT is no longer based on interaction segment data.)
- TIME\_ZONE

For information about general model changes, see:

- Database Schema Changes Overview
  - Changes to Time-Related Tables and Fields
  - Changes to User Data Tables and Fields
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# Obsolete Tables

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Obsolete Tables



**Purpose:** To provide the list of tables that have been either entirely removed or merged with other tables in release 8.x.

## Obsolete Tables

The tables listed below have been removed from the Genesys Info Mart database schema in release 8.x for one of the following reasons:

- A table was determined obsolete because it was not used by a large majority of Info Mart customers.
- A table consisted mostly of fields that were moved to another table because of architectural changes.
- A table was no longer required because of a fundamental change in the underlying model.

Information on how to retrieve similar data from the 8.x schema is provided for those tables and fields for which it is available.

### Detailed Data

- DT\_DND\_FACT
- DT\_RES\_STATE\_FACT
- DT\_RES\_STATE\_REASON\_FACT
- INTERACTION\_SEGMENT\_FACT
- MMEDIA\_I\_XN\_FACT\_EXT (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- MMEDIA\_SEG\_FACT\_EXT
- RESOURCE\_SESSION\_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB\_GX\_SESSION\_ENDPOINT\_MM or GIDB\_GX\_SESSION\_ENDPOINT\_V tables, respectively.)
- VOICE\_I\_XN\_FACT\_EXT (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- VOICE\_RES\_FACT\_EXT (**Note:** Click the table name to see, at the field level, recommendations about obtaining similar information from 8.x schema.)
- VOICE\_SEG\_FACT\_EXT

### Aggregate Tables

- AG\_AGENT\_VOICE\_I\_XN\_\*
- AG\_SKILL\_GROUP\_ABN\_\*
- AG\_SKILL\_GROUP\_\*
- AG\_SKILL\_RESOURCE\_ABN\_\*
- AG\_SKILL\_RESOURCE\_\*
- AG\_SKILL\_VOICE\_INB\_I\_XN\_\*
- AG\_STATE\_REASON\_VOICE\_\*

**Note:** An asterisk (\*) in a table name stands for an aggregation level such as SUBHOUR, HOUR, DAY, or MONTH.

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## Date and Time Related Tables

While no replacement tables are provided out-of-the-box, a custom DATE\_TIME table is to be used as an alternative to the following tables:

- ENTERPRISE\_DATE
- ENTERPRISE\_MONTH
- TENANT\_DATE
- TIME\_OF\_DAY

See Changes to Time-Related Tables and Fields for more information.

## GVP-Related Tables

- GVP\_APPLICATION
- GVP\_CALL\_FACT
- GVP\_SUBCALL\_FACT
- GVP\_SUBCALL\_FLOW
- GVP\_VOICE\_MEDIA\_SERVER
- GVP\_WEB\_APPL\_SERVER

See Database Schema Changes Overview for more information.

## Stat Server-based Data

- RESOURCE\_STATE\_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB\_G\_AGENT\_STATE\_HISTORY\_MM or GIDB\_G\_AGENT\_STATE\_HISTORY\_V tables, respectively.)
- RESOURCE\_STATE\_REASON\_FACT (**Note:** You can retrieve certain detailed data about multimedia or voice interactions from the GIDB\_G\_AGENT\_STATE\_RC\_MM or GIDB\_G\_AGENT\_STATE\_RC\_V tables.)

## User Data Related Tables

While no replacement tables are provided out-of-the-box, you can replace the following tables, to a certain extent, by creating custom user data tables:

- USER\_DATA
- USER\_DATA\_2

See Changes to User Data Tables and Fields for more information.

## Tables Not Used by a Large Majority of Info Mart Customers


- CURRENCY
- CUSTOMER (**Note:** The data that was populated in the EXTERNAL\_CUSTOMER\_ID field is now available in IRF\_USER\_DATA\_GEN\_1.CUSTOMER\_ID.)


## Other Tables

- STOP\_ACTION
-

# MMEDIAIXNFACTEXT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Obsolete Tables > MMEDIA\_IXN\_FACT\_EXT

 **Purpose:** To provide compatibility references between the columns in the 7.6 MMEDIA\_IXN\_FACT\_EXT table and the fields in the Info Mart 8.x schema.

## Table MMEDIA\_IXN\_FACT\_EXT

This extension table for multimedia data has been removed from the 8.x schema. Instead, the INTERACTION\_RESOURCE\_FACT table now stores multimedia data in the same fields as those that are used for voice data. Although exact replacements are not available in many cases, recommendations below suggest how to obtain 8.x metrics that are similar to those in your 7.6 reports.


7.6 Column Name		8.x Changes		
	Type of Change	Description/Recommendation		New Table.Column
MMEDIA_IXN_FACT_EXT_KEY	Retired			
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
MEDIA_SERVER_GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.		
MEDIA_SERVER_IXN_ONLINE_FLAG	Replaced	The information provided by this field is closely related to MEDIA_TYPE.IS_ONLINE (join to MEDIA_TYPE using the MEDIA_TYPE_KEY value from the INTERACTION_FACT.MEDIA_TYPE_KEY).		
FROM_DOMAIN	Replaced	The value can be derived from INTERACTION_FACT.SOURCE_ADDRESS. The domain name is the portion of the source address following the last "@" symbol.		
SUBJECT	Replaced			INTERACTION_FACT.SUBJECT
CONTACT_ID	Retired			
TOTAL_TRANSFER_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with TECHNICAL_RESULT_CODE='TRANSFERRED'.		
TOTAL_CONSULT_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INITIATEDCONSULT'.		
TOTAL_CONSULT_DURATION	Replaced	Can be calculated from the sum of the durations of child IRF records with technical descriptor keys with RESOURCE_ROLE_CODE='INITIATEDCONSULT'.		
TOTAL_CONFERENCE_COUNT	Replaced	Can be calculated from the sum of the count of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INCONFERENCE'.		


TOTAL_CONFERENCE_DURATION	Replaced	Can be calculated from the sum of the durations of child IRF records that have technical descriptor keys with RESOURCE_ROLE_CODE='INCONFERENCE'.
ANSWERED_BY_AGENT_FLAG	Replaced	The value can be calculated as follows: For Online MediaType (using MEDIA_TYPE.IS_ONLINE as described above): if there is a child IRF record that has IRF_ANCHOR = 1 and HANDLE_COUNT = 1 and if the RESOURCE_KEY has RESOURCE_TYPE = 'AGENT', then AnsweredByAgent is true; otherwise, it is false. For Offline MediaType: if there is a child IRF record that has IRF_ANCHOR = 2 and if INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDREPLY', then AnsweredByAgent is true; otherwise, it is false.
TRANSFERRED_BY_AGENT_FLAG	Replaced	The value can be calculated as follows: If there is a child IRF record that has IRF_ANCHOR = 1 and HANDLE_COUNT = 1 and if the RESOURCE_KEY has RESOURCE_TYPE = 'AGENT', and the technical descriptor key for this record has TECHNICAL_RESULT_CODE = 'TRANSFERRED', then TransferredByAgent is true; otherwise, it is false. This field indicates whether the first agent who was connected to the interaction transferred the interaction to another resource.
WEBFORM_FLAG	Retired	
AUTO_RESPONSE_FLAG	Replaced	The value can be calculated as follows: This field only applies to offline MediaType (using MEDIA_TYPE.IS_ONLINE=0, as described above). If there is a child IRF record with IRF_ANCHOR = 2 and INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDAUTORESPONSE', then AUTO_RESPONSE_FLAG is true; otherwise, it is false.
AUTO_RESPONSE_NAME	Retired	
AUTO_ACK_FLAG	Replaced	The value can be calculated as follows: This field only applies to offline MediaType (using MEDIA_TYPE.IS_ONLINE=0, as described above). If there is a child IRF record with IRF_ANCHOR = 2 and if INTERACTION_RESOURCE_FACT.INTERACTION_TYPE_KEY has INTERACTION_SUBTYPE_CODE = 'OUTBOUNDACKNOWLEDGEMENT', then AUTO_ACK_FLAG is true; otherwise, it is false.
AUTO_ACK_NAME	Retired	
ABANDONED_BY_CUSTOMER_FLAG	Retired	
DURATION_BEFORE_ABANDON	Retired	
ACTIVE_FLAG	Retired	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.



# VOICEIXNFACTEXT

⚠ Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Obsolete Tables > VOICE\_IXN\_FACT\_EXT

 **Purpose:** To provide compatibility references between the columns in the 7.6 VOICE\_IXN\_FACT\_EXT table and the fields in the Info Mart 8.x schema.

## Table VOICE\_IXN\_FACT\_EXT


This voice extension table has been removed from the Info Mart database schema as obsolete; however, certain data about voice interactions can be retrieved from the INTERACTION\_RESOURCE\_FACT table, as described below. In the Info Mart 7.6 schema, VOICE\_IXN\_FACT\_EXT is modeled as a summary of the underlying VOICE\_SEG\_FACT\_EXT rows. Because the segment data is not present in the Info Mart 8.x schema, the exact replacements are not available for many fields. Recommendations below help to obtain the metrics similar to those in your 7.6 reports from the 8.x INTERACTION\_RESOURCE\_FACT data.

7.6 Column Name	8.x Changes			New Table.Column
	Type of Change	Description/Recommendation		
VOICE_IXN_FACT_EXT_KEY	Retired			
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.		
DIAL_COUNT	Replaced	Can be calculated as SUM(IRF.DIAL_COUNT + IRF.CONS_INIT_DIAL_COUNT) from child IRF records.		
DIAL_DURATION	Replaced	Can be calculated as SUM(IRF.DIAL_DURATION + IRF.CONS_INIT_DIAL_DURATION) from child IRF records.		
RING_COUNT	Replaced	Can be calculated as SUM(IRF.RING_COUNT + IRF.CONS_RCV_RING_COUNT + IRF.POST_CONS_XFER_RING_COUNT + CONF_JOIN_RING_COUNT) for all child IRF records.		
RING_DURATION	Replaced	Can be calculated as SUM(IRF.RING_DURATION + IRF.CONS_RCV_RING_DURATION + IRF.POST_CONS_XFER_RING_DURATION + CONF_JOIN_RING_DURATION) for all child IRF records.		
TALK_COUNT	Replaced	Can be calculated as SUM(IRF.TALK_COUNT + IRF.POST_CONS_XFER_TALK_COUNT + IRF.CONF_INIT_TALK_COUNT + IRF.CONF_JOIN_TALK_COUNT + IRF.CONS_INIT_TALK_COUNT + IRF.CONS_RCV_TALK_COUNT) for all child IRF recods.		
TALK_DURATION	Replaced	Can be calculated as SUM(IRF.TALK_DURATION + IRF.POST_CONS_XFER_DURATION + IRF.CONF_INIT_DURATION + IRF.CONF_JOIN_TALK_DURATION + IRF.CONS_INIT_TALK_DURATION + IRF.CONS_RCV_TALK_DURATION) for all child IRF recods.		

AGENT_TALK_DURATION	Replaced	Can be calculated as SUM(IRF.TALK_DURATION + IRF.POST_CONS_XFER_TALK_DURATION + IRF.CONF_INIT_TALK_DURATION + IRF.CONF_JOIN_TALK_DURATION + IRF.CONS_INIT_TALK_DURATION + IRF.CONS_RCV_TALK_DURATION) for all child IRF recods with RESOURCE_KEY pointing to the agent.
HOLD_COUNT	Replaced	Can be calculated as SUM(IRF.HOLD_COUNT + IRF.POST_CONS_XFER_HOLD_COUNT + IRF.CONF_INIT_HOLD_COUNT + IRF.CONF_JOIN_HOLD_COUNT + IRF.CONS_INIT_HOLD_COUNT + IRF.CONS_RCV_HOLD_COUNT) for all child IRF recods.
HOLD_DURATION	Replaced	Can be calculated SUM(IRF.HOLD_DURATION + IRF.POST_CONS_XFER_HOLD_DURATION + IRF.CONF_INIT_HOLD_DURATION + IRF.CONF_JOIN_HOLD_DURATION + IRF.CONS_INIT_HOLD_DURATION + IRF.CONS_RCV_HOLD_DURATION) for all child IRF recods.
AGENT_HOLD_DURATION	Replaced	Can be calculated as SUM(IRF.HOLD_DURATION + IRF.POST_CONS_XFER_HOLD_DURATION + IRF.CONF_INIT_HOLD_DURATION + IRF.CONF_JOIN_HOLD_DURATION + IRF.CONS_INIT_HOLD_DURATION + IRF.CONS_RCV_HOLD_DURATION) for all child IRF recods with RESOURCE_KEY pointing to the agent.
AFTER_CALL_WORK_COUNT	Replaced	Can be calculated as SUM(IRF.AFTER_CALL_WORK_COUNT + IRF.CONS_RCV_ACW_COUNT) for all child IRF records.
AFTER_CALL_WORK_DURATION	Replaced	Can be calculated as SUM(IRF.AFTER_CALL_WORK_DURATION + IRF.CONS_RCV_ACW_DURATION) for all child IRF records.
TEXT_TO_SPEECH_COUNT	Retired	
SPEECH_RECOGNITION_COUNT	Retired	
TOTAL_TRANSFER_COUNT	Replaced	Can be calculated as a count of the child IRF records with the technical descriptor keys that have TECHNICAL_RESULT_CODE='TRANSFERRED' AND RESOURCE_ROLE_CODE<>'INITIATEDCONSULT'.
TOTAL_CONSULT_COUNT	Replaced	Can be calculated as the count of the child IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE='INITIATEDCONSULT' AND TECHNICAL_RESULT_CODE='COMPLETED' and/or TECHNICAL_RESULT_CODE='ABANDONED'.
TOTAL_CONSULT_DURATION	Replaced	Can be calculated as the sum of the durations (END_TS-START_TS) of the child IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE='INITIATEDCONSULT' AND TECHNICAL_RESULT_CODE='COMPLETED' and/or TECHNICAL_RESULT_CODE='ABANDONED'.
TOTAL_CONFERENCE_COUNT	Replaced	Can be calculated as a count of the IRF records with the technical descriptor keys that have RESOURCE_ROLE_CODE <> 'INITIATEDCONSULT' and TECHNICAL_RESULT_CODE = 'CONFERENCED'.
TOTAL_CONFERENCE_DURATION	Retired	
SHORT_ABANDON_COUNT	Replaced	Can be calculated as the value of IRF.SHORT_ABANDONED_FLAG from the child IRF record with IRF_ANCHOR=1.

DURATION_BEFORE_ABANDON	Retired	
ACTIVE_FLAG	Retired	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Changed	See Database Schema Changes Overview.
ANSWERED_BY_AGENT_FLAG	Replaced	If the sum of HANDLE_COUNT of child IRF records with RESOURCE_KEY pointing to the agent is greater than 0, this value equals 1; otherwise, it is 0.
TRANSFERRED_BY_AGENT_FLAG	Replaced	If the count of child IRF records with RESOURCE_KEY pointing to the agent, with HANDLE_COUNT>0 and with TECHNICAL_RESULT_CODE='TRANSFERRED' is greater than 0, this value equals 1; otherwise, it is 0.
ABANDONED_BY_CUSTOMER_FLAG	Replaced	If the count of child IRF records with TECHNICAL_RESULT_CODE='CUSTOMERABANDONED' is greater than 0, this value equals 1; otherwise, it is 0.

## VOICE\_RES\_FACT\_EXT

 Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.



Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Obsolete Tables > VOICE\_RES\_FACT\_EXT



**Purpose:** To provide compatibility references between the columns in the 7.6 VOICE\_RES\_FACT\_EXT table and the fields in the Info Mart 8.x schema.

### Table VOICE\_RES\_FACT\_EXT

This voice extension table has been removed from the Info Mart database schema as obsolete. The majority of fields have been moved to the INTERACTION\_RESOURCE\_FACT table; certain fields were retired, however, this data can be retrieved as described below.

7.6 Column Name	8.x Changes	
	Type of Change	Description/Recommendation New Table.Column
VOICE_RES_FACT_EXT_KEY	Retired	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.
DIAL_COUNT	Moved	INTERACTION_RESOURCE_FACT.DIAL_COUNT
DIAL_DURATION	Moved	INTERACTION_RESOURCE_FACT.DIAL_DURATION

RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.RING_COUNT
RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.RING_DURATION
TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.TALK_COUNT
TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.TALK_DURATION
HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.HOLD_COUNT
HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.HOLD_DURATION
AFTER_CALL_WORK_COUNT	Moved		INTERACTION_RESOURCE_FACT.AFTER_CALL_WORK_COUNT
AFTER_CALL_WORK_DURATION	Moved		INTERACTION_RESOURCE_FACT.AFTER_CALL_WORK_DURATION
CUSTOMER_DIAL_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_DIAL_COUNT
CUSTOMER_DIAL_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_DIAL_DURATION
CUSTOMER_RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_RING_COUNT
CUSTOMER_RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_RING_DURATION
CUSTOMER_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_TALK_COUNT

CUSTOMER_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_TALK_DURATION
CUSTOMER_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_HOLD_COUNT
CUSTOMER_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_HOLD_DURATION
CUSTOMER_ACW_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_ACW_COUNT
CUSTOMER_ACW_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to associate a customer with a particular party.	INTERACTION_RESOURCE_FACT.CUSTOMER_ACW_DURATION
POST_CONS_XFER_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_TALK_COUNT
POST_CONS_XFER_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_TALK_DURATION
POST_CONS_XFER_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_HOLD_COUNT
POST_CONS_XFER_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.POST_CONS_XFER_HOLD_DURATION
CONF_INIT_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_TALK_COUNT
CONF_INIT_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_TALK_DURATION
CONF_INIT_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_HOLD_COUNT
CONF_INIT_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_INIT_HOLD_DURATION
CONF_JOIN_RING_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_RING_COUNT
CONF_JOIN_RING_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_RING_DURATION
CONF_JOIN_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_TALK_COUNT
CONF_JOIN_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_TALK_DURATION
CONF_JOIN_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_HOLD_COUNT

CONF_JOIN_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONF_JOIN_HOLD_DURATION
CONS_INIT_DIAL_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_DIAL_COUNT
CONS_INIT_DIAL_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_DIAL_DURATION
CONS_INIT_TALK_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_TALK_COUNT
CONS_INIT_TALK_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_TALK_DURATION
CONS_INIT_HOLD_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_HOLD_COUNT
CONS_INIT_HOLD_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_INIT_HOLD_DURATION
CONS_RCV_RING_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_RING_COUNT
CONS_RCV_RING_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_RING_DURATION
CONS_RCV_TALK_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_TALK_COUNT
CONS_RCV_TALK_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_TALK_DURATION
CONS_RCV_HOLD_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_HOLD_COUNT
CONS_RCV_HOLD_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed for consultation calls.	INTERACTION_RESOURCE_FACT.CONS_RCV_HOLD_DURATION
CONS_RCV_ACW_COUNT	Moved		INTERACTION_RESOURCE_FACT.CONS_RCV_ACW_COUNT
CONS_RCV_ACW_DURATION	Moved		INTERACTION_RESOURCE_FACT.CONS_RCV_ACW_DURATION
TEXT_TO_SPEECH_COUNT	Retired	Can be configured to store relevant user data in a custom user data table, so that this value could be obtained at IRF level.	
SPEECH_RECOGNITION_COUNT	Retired	Can be configured to store relevant user data in a custom user data table, so that this value could be obtained at IRF level.	
AGENT_TO_AGENT_CONS_COUNT	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to exclude hold and it only includes the time when both agent are connected to the call.	INTERACTION_RESOURCE_FACT.AGENT_TO_AGENT_CONS_COUNT

AGENT_TO_AGENT_CONS_DURATION	Replaced	8.x values might differ from 7.6 because the population algorithm has changed to exclude hold and it only includes the time when both agent are connected to the call.	INTERACTION_RESOURCE_FACT.AGENT_TO_AGENT_CONS_DURATION
ACTIVE_FLAG	Moved		INTERACTION_RESOURCE_FACT.ACTIVE_FLAG
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.	
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.	
PURGE_FLAG	Changed	See Database Schema Changes Overview.	

## Changes to Time-Related Tables and Fields

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Changes to Time-Related Tables and Fields



**Purpose:** To provide a high-level description of changes to date- and time-related tables and fields in the Info Mart 8.x schema.

### Changes to Time-Related Tables and Fields

#### Major Highlights

Genesys Info Mart 8.x supports multiple, customizable calendars with flexible week-numbering rules that can be configured to conform to the ISO 8601 standard for the representation of dates and times. These calendars are added as custom dimension tables to the Info Mart database schema.

Genesys Info Mart 8.x stores time facts in UTC time. Scalable support for multiple calendars means that Genesys Info Mart can be configured to express time data in any Java time-zone format.

Genesys Info Mart 8.x provides one default calendar (DATE\_TIME dimension). The default configuration expresses UTC time in the GMT time zone and conforms to legacy Genesys Info Mart week-numbering rules, which are not the ISO 8601 standard.

The number of columns in the DATE\_TIME dimension table has been reduced.

## Unified Date\_Time Fields in Fact Tables

The implementation of the DATE\_TIME dimension is simplified by reducing to four the number of DATE\_TIME fields in fact tables. START\_TS and END\_TS fields in fact tables store time in the UTC format, while START\_DATE\_TIME\_KEY and END\_DATE\_TIME\_KEY reference the DATE\_TIME dimension.

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

## Obsolete Date\_Time Fields in Fact Tables

The following DATE\_TIME fields have been removed from various fact tables:

- GMT\_END\_TIME
- GMT\_ENTERPRISE\_DATE\_KEY
- GMT\_START\_TIME
- GMT\_TENANT\_DATE\_KEY
- GMT\_TIME\_OF\_DAY\_KEY
- LOCAL\_END\_TIME
- LOCAL\_ENTERPRISE\_DATE\_KEY
- LOCAL\_START\_TIME
- LOCAL\_TENANT\_DATE\_KEY
- LOCAL\_TIME\_OF\_DAY\_KEY
- STD\_ENTERPRISE\_DATE\_KEY
- STD\_ENTERPRISE\_END\_TIME
- STD\_ENTERPRISE\_START\_TIME
- STD\_ENTERPRISE\_TIME\_OF\_DAY\_KEY
- STD\_TENANT\_DATE\_KEY
- STD\_TENANT\_END\_TIME
- STD\_TENANT\_START\_TIME
- STD\_TENANT\_TIME\_OF\_DAY\_KEY



Obsolete DATE\_TIME Tables

The following date and time dimension tables have been retired in release 8.x:

- ENTERPRISE\_DATE
- ENTERPRISE\_MONTH
- TENANT\_DATE
- TIME\_OF\_DAY

For compatibility information about the DATE\_TIME dimension, see DATE\_TIME.

DATE\_TIME

Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Changes to Time-Related Tables and Fields > DATE\_TIME


 **Purpose:** To provide compatibility references between the columns in the 7.6 DATE\_TIME table and the fields in the Info Mart 8.x schema.

Table DATE\_TIME

This table underwent significant modifications that were targeted to simplify date and time support.


7.6 Column Name	8.x Changes		
	Type of Change	Description/Recommendation	New Table.Column
DATE_TIME_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_30MIN_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_HOUR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_DAY_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_WEEK_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_MONTH_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_QUARTER_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_YEAR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_NEXT_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_NEXT_30MIN_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	
DATE_TIME_NEXT_HOUR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.	


DATE_TIME_NEXT_DAY_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.
DATE_TIME_NEXT_WEEK_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.
DATE_TIME_NEXT_MONTH_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.
DATE_TIME_NEXT_QUARTER_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.
DATE_TIME_NEXT_YEAR_KEY	Changed	Release 8.x uses UTC value. See Changes to Time-Related Tables and Fields.
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.
CAL_DATE	No Change	
CAL_DATE_STRING	Replaced	Use CAL_DATE value converted to the STRING format.
CAL_DAY_NUM_IN_WEEK	No Change	
CAL_DAY_NAME	No Change	
CAL_DAY_NUM_IN_MONTH	No Change	
CAL_DAY_NUM_IN_YEAR	No Change	
CAL_LAST_DAY_IN_WEEK	No Change	
CAL_LAST_DAY_IN_MONTH	No Change	
CAL_WEEK_NUM_IN_YEAR	No Change	
WEEK_YEAR	No Change	
CAL_YEAR_WEEK_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_WEEK_NUM_IN_YEAR.
CAL_WEEK_START_DATE	No Change	
CAL_WEEK_END_DATE	No Change	
CAL_MONTH_NUM_IN_YEAR	No Change	
CAL_MONTH_NUM_IN_YEAR_STRING	Replaced	Use CAL_MONTH_NUM_IN_YEAR value converted to the STRING format.
CAL_YEAR_MONTH_DAY_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NUM_IN_YEAR, CAL_DAY_NUM_IN_MONTH.
CAL_MONTH_NAME	No Change	
CAL_YEAR_MONTH	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NAME.
CAL_YEAR_MONTH_NUM	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_MONTH_NUM_IN_YEAR.
CAL_QUARTER_NUM_IN_YEAR	No Change	
CAL_YEAR_QUARTER	Replaced	Can be constructed from CAL_YEAR_NUM, CAL_QUARTER_NUM_IN_YEAR.
CAL_HALF_NUM_IN_YEAR	No Change	
CAL_YEAR_HALF_YEAR	Replaced	Use CAL_HALF_NUM_IN_YEAR, CAL_YEAR_NUM values converted to required format.
CAL_YEAR_NUM	No Change	


CAL_YEAR_STRING	Replaced	Use CAL_YEAR_NUM converted to the STRING format.
CAL_SHORT_YEAR_STRING	Replaced	Use CAL_DATE value converted to required format.
CAL_HOUR_NUM_IN_DAY	No Change	
CAL_HOUR_NUM_IN_DAY_STRING	Replaced	Use CAL_HOUR_NUM_IN_DAY value converted to the STRING format.
CAL_HOUR_24_NUM_IN_DAY	No Change	
CAL_HOUR_24_NUM_IN_DAY_STRING	Replaced	Use CAL_HOUR_24_NUM_IN_DAY value converted to the STRING format.
CAL_MINUTE_NUM_IN_HOUR	No Change	
CAL_30MINUTE_NUM_IN_HOUR	No Change	
LABEL_YYYY	No Change	
LABEL_YYYY_QQ	No Change	
LABEL_YYYY_MM	No Change	
LABEL_YYYY_WE	Changed	The same data is presented in the format compliant with ISO 8601.
LABEL_YYYY_MM_DD	No Change	
LABEL_YYYY_MM_DD_HH	No Change	
LABEL_YYYY_MM_DD_HH24	No Change	
LABEL_YYYY_MM_DD_HH_30MI	No Change	
LABEL_YYYY_MM_DD_HH24_30MI	No Change	
LABEL_YYYY_MM_DD_HH_MI	No Change	
LABEL_YYYY_MM_DD_HH24_MI	No Change	
LABEL_YYYY_MM_DD_HH_15INT	No Change	
LABEL_YYYY_MM_DD_HH24_15INT	No Change	
LABEL_YYYY_MM_DD_HH_30INT	No Change	
LABEL_YYYY_MM_DD_HH24_30INT	No Change	
LABEL_QQ	No Change	
LABEL_MM	No Change	
LABEL_WE	Changed	The same data is presented in the format compliant with ISO 8601.
LABEL_DD	No Change	
LABEL_HH	No Change	
LABEL_HH24	No Change	
LABEL_30MI	No Change	
LABEL_MI	No Change	
TIME_INTERVAL_15_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 900) / 900).
TIME_INTERVAL_30_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 1800) / 1800).
TIME_INTERVAL_60_MINUTE	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 3600) / 3600).
TIME_INTERVAL_15_MINUTE_NUM	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 900) / 900).

TIME_INTERVAL_30_MINUTE_NUM	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 1800) / 1800).
TIME_INTERVAL_60_MINUTE_NUM	Replaced	Use FLOOR((DATE_TIME_KEY - DATE_TIME_DAY_KEY + 3600) / 3600).
AMPM_INDICATOR	No Change	
RUNNING_YEAR_NUM	No Change	
RUNNING_QUARTER_NUM	No Change	
RUNNING_MONTH_NUM	No Change	
RUNNING_WEEK_NUM	No Change	
RUNNING_DAY_NUM	No Change	
RUNNING_HOUR_NUM	No Change	
RUNNING_30MIN_NUM	No Change	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
PURGE_FLAG	Retired	See Database Schema Changes Overview.

# CONTACT\_ATTEMPT\_FACT

 Please be aware that the formulas and recommendations have not been validated internally prior to the initial release of this document. They are to be treated as results of theoretical analysis and a good starting point for re-orienting the 7.6 database queries towards the Info Mart 8.1 database.

 Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables that Changed in Release 8 > CONTACT\_ATTEMPT\_FACT

 **Purpose:** To provide compatibility references between the columns in the 7.6 CONTACT\_ATTEMPT\_FACT table and the fields in the Info Mart 8.x schema.

## Table CONTACT\_ATTEMPT\_FACT

The 8.x schema separates interaction attributes from contact attempt attributes, moving interaction-specific data to the INTERACTION\_RESOURCE\_FACT table. Data from CONTACT\_ATTEMPT\_FACT can be combined with data from INTERACTION\_RESOURCE\_FACT by using common identifiers in INTERACTION\_FACT. To obtain interaction data for a call that was dialed, left join CONTACT\_ATTEMPT\_FACT to INTERACTION\_FACT on CONTACT\_ATTEMPT\_FACT.CALLID=INTERACTION\_FACT.MEDIA\_SERVER\_IXN\_GUID, and inner join INTERACTION\_FACT to INTERACTION\_RESOURCE\_FACT on INTERACTION\_FACT.INTERACTION\_ID=INTERACTION\_RESOURCE\_FACT. Note that one CONTACT\_ATTEMPT\_FACT may have multiple IRF records.

## 7.6 Column Name

## 8.x Changes

	Type of Change	Description/Recommendation	New Table.Column
CONTACT_ATTEMPT_FACT_KEY	No Change		
TENANT_KEY	No Change		
CREATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
UPDATE_AUDIT_KEY	Changed	See Database Schema Changes Overview.	
MEDIA_TYPE_KEY	No Change		
GMT_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
GMT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_ENTERPRISE_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TENANT_DATE_KEY	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_TIME_OF_DAY_KEY	Retired	See Changes to Time-Related Tables and Fields.	
DIALING_MODE_KEY	No Change		
RESOURCE_KEY	No Change		
MEDIA_RESOURCE_KEY	Replaced	Can be calculated as IRF.MEDIA_RESOURCE_KEY WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.	
PLACE_KEY	No Change		
CAMPAIGN_KEY	No Change		
GROUP_KEY	No Change		
CPD_RESULT_KEY	No Change		
CALL_RESULT_KEY	No Change		
RECORD_TYPE_KEY	No Change		

RECORD_STATUS_KEY	No Change		
CALLING_LIST_KEY	No Change		
CONTACT_INFO_TYPE_KEY	No Change		
TIME_ZONE_KEY	No Change		
CAMP_GROUP_SESSION_FACT_KEY	No Change		
INTERACTION_ID	Moved	Moved to INTERACTION_FACT.	INTERACTION_FACT.INTERACTION_ID
RECORD_FIELD_GROUP_1_KEY	No Change		
RECORD_FIELD_GROUP_2_KEY	No Change		
GMT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.	
GMT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_START_TIME	Retired	See Changes to Time-Related Tables and Fields.	
STD_ENTERPRISE_END_TIME	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_START_TIME	Retired	See Changes to Time-Related Tables and Fields.	
STD_TENANT_END_TIME	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_START_TIME	Retired	See Changes to Time-Related Tables and Fields.	
LOCAL_END_TIME	Retired	See Changes to Time-Related Tables and Fields.	
PREVIEW_COUNT		Can be calculated based on DIALING_MODE_KEY. Replaced Equals 1 if DIALING_MODE_CODE is ( 'PREVIEW', 'PUSH_PREVIEW' ); otherwise, it is 0.	
PREVIEW_DURATION		If PREVIEW_COUNT equals 1, can be calculated as Replaced coalesce( IF.START_TS, CAF.END_TS ) - CAF.START_TS.	
DIAL_COUNT		Is not available in 8.0. Replacement field is available in Replaced release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DIAL_COUNT
DIAL_DURATION		Is not available in 8.0. Replacement field is available in Replaced release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DIAL_DURATION_MS
CPD_COUNT	No Change	Is not available in 8.0; restored in 8.1.	
CPD_DURATION		Is not available in 8.0. Replacement field is available in Replaced release 8.1.	CONTACT_ATTEMPT_FACT.CPD_DURATION_MS
TRANSFER_COUNT		Is not available in 8.0. Replacement field is available in Replaced release 8.1.	CONTACT_ATTEMPT_FACT.CPD_TRANSFER_COUNT
TRANSFER_DURATION		Is not available in 8.0. Replacement field is available in Replaced release 8.1.	CONTACT_ATTEMPT_FACT.CPD_TRANSFER_DURATION_MS

TALK_COUNT	Can be calculated as IRF.TALK_COUNT WHERE Replaced IRF.INTERACTION_RESOURCE_ORDINAL=1.
TALK_DURATION	Can be calculated as IRF.TALK_DURATION WHERE Replaced IRF.INTERACTION_RESOURCE_ORDINAL=1.
HOLD_COUNT	Can be calculated as IRF.HOLD_COUNT WHERE Replaced IRF.INTERACTION_RESOURCE_ORDINAL=1.
HOLD_DURATION	Can be calculated as IRF.HOLD_DURATION WHERE Replaced IRF.INTERACTION_RESOURCE_ORDINAL=1.
ACW_COUNT	Can be calculated as Replaced IRF.AFTER_CALL_WORK_COUNT WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.
ACW_DURATION	Can be calculated as Replaced IRF.AFTER_CALL_WORK_DURATION WHERE IRF.INTERACTION_RESOURCE_ORDINAL=1.
TOTAL_DURATION	Can be calculated as Replaced coalesce(max(IRF.END_TS),CAF.END_TS) - CAF.START_TS.
CALL_ATTEMPT_ID	No Change
RECORD_ID	No Change
CHAIN_ID	No Change
CHAIN_N	No Change
CONTACT_INFO	No Change
ATTEMPT_ORDINAL	No Change
DAILY_FROM_SECONDS	No Change
DAILY_UNTIL_SECONDS	No Change
CONTACT_DAILY_FROM_TIME	No Change
CONTACT_DAILY_UNTIL_TIME	No Change
CONTACT_IXN_START_TIME	Retired
CONTACT_WITHIN_DAILY_RANGE	Retired
DIAL_SCHED_TIME	No Change
CONTACT_DIAL_SCHED_TIME	No Change

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OVERDIAL_FLAG	No Change
CONTACT_COMPLETE_FLAG	No Change
RPC_FLAG	No Change
CONVERSION_FLAG	No Change
RECORD_FIELD_1	No Change
RECORD_FIELD_2	No Change
RECORD_FIELD_3	No Change
RECORD_FIELD_4	No Change
RECORD_FIELD_5	No Change
RECORD_FIELD_6	No Change
RECORD_FIELD_7	No Change
RECORD_FIELD_8	No Change
RECORD_FIELD_9	No Change
RECORD_FIELD_10	No Change
RECORD_FIELD_11	No Change
RECORD_FIELD_12	No Change
RECORD_FIELD_13	No Change
RECORD_FIELD_14	No Change
RECORD_FIELD_15	No Change
RECORD_FIELD_16	No Change
RECORD_FIELD_17	No Change
RECORD_FIELD_18	No Change
RECORD_FIELD_19	No Change

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RECORD_FIELD_20	No Change	
RECORD_FIELD_21	No Change	
RECORD_FIELD_22	No Change	
RECORD_FIELD_23	No Change	
RECORD_FIELD_24	No Change	
RECORD_FIELD_25	No Change	
RECORD_FIELD_26	No Change	
RECORD_FIELD_27	No Change	
RECORD_FIELD_28	No Change	
RECORD_FIELD_29	No Change	
RECORD_FIELD_30	No Change	
RECORD_FIELD_31	No Change	
RECORD_FIELD_32	No Change	
RECORD_FIELD_33	No Change	
RECORD_FIELD_34	No Change	
RECORD_FIELD_35	No Change	
RECORD_FIELD_36	No Change	
RECORD_FIELD_37	No Change	
RECORD_FIELD_38	No Change	
RECORD_FIELD_39	No Change	
RECORD_FIELD_40	No Change	
ACTIVE_FLAG	No Change	
GMT_ROW_CREATED_TIME	Retired	See Changes to Time-Related Tables and Fields.
GMT_ROW_UPDATED_TIME	Retired	See Changes to Time-Related Tables and Fields.

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PURGE\_FLAG

See Database Schema Changes Overview.

Changed

## Tables Replaced with Views

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables Replaced with Views



**Purpose:** To provide the list of tables that have been replaced with views in release 8.x.

### Tables Replaced with Views

The following tables are present as views in the Info Mart 8.x schema:

- CALLING\_LIST (**Note:** The EXTERNAL\_ID column is discontinued.)
- CALLING\_LIST\_TO\_CAMP\_FACT
- CAMPAIGN
- GROUP\_
- GROUP\_TO\_CAMPAIGN\_FACT
- PLACE
- PLACE\_GROUP\_FACT
- RESOURCE\_GROUP\_FACT
- RESOURCE\_SKILL\_FACT
- SKILL (**Note:** The SKILL\_TYPE column is discontinued.)
- TENANT

#### Notes:

- The time-related columns that existed in 7.6 tables may no longer be available in corresponding 8.x views because of design changes in the area of date and time support. Refer to Changes to Time-Related Tables and Fields for more details.
  - The PURGE\_FLAG column that existed in 7.6 tables may no longer be available in corresponding 8.x views because of design changes in the area of purging support. Refer to Database Schema Changes Overview for more details.
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# Changes to User Data Tables and Fields

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Changes to User Data Tables and Fields



**Purpose:** To provide a high-level description of changes to user data tables in the Info Mart 8.x schema.

## Changes to User Data Tables and Fields

Release 8.x provides a unified mechanism for processing user data from both EventUserEvents and call-based TEvents, with flexible data storage that you can configure according to the number and types of user data that is captured in your contact center environment. Genesys Info Mart 8.x also processes the user data that arrives after call completion and updates call records accordingly.

A customizable database schema enables you to treat each KVP field as either a fact or a dimension and to store user-data KVPs in a configurable number of user-data dimensions and fact extension tables. In particular, low-cardinality string user data that is associated with the interaction resource can now be linked to the facts through the new IRF\_USER\_DATA\_KEYS table and stored in a large number of the USER\_DATA\_CUST\_DIM\_\* dimensions. Numeric user data and high-cardinality string user data that is associated with the interaction resource can now be stored in the new, predefined IRF\_USER\_DATA\_GEN\_1 table as well as in any number of IRF\_USER\_DATA\_CUST\_\* fact extension tables that you can add to the schema.

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

The following new tables facilitate user data processing:

- IRF\_USER\_DATA\_KEYS
- CTL\_UD\_TO\_UDE\_MAPPING
- CTL\_UDE\_KEYS\_TO\_DIM\_MAPPING

The USER\_DATA and USER\_DATA2 tables that existed in Genesys Info Mart release 7.x, as well as attached-data related fields in the INTERACTION\_RESOURCE\_FACT table, need to be replaced with new predefined and/or custom tables and keys in the Info Mart 8.x database.

For information about the user data template script and instructions on how to add custom user data tables to the schema, refer to the *Genesys Info Mart 8.0 Deployment Guide*. For description of the 8.x user data tables, refer to the *Genesys Info Mart 8.0 Database Reference Manual* for your particular RDBMS.

# Tables Not Covered by This Document

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Home > Genesys Info Mart > Database Compatibility Reference > Database Schema Changes Overview > Tables Not Covered by This Document



**Purpose:** To provide the list of tables that are excluded from the coverage.

## Tables that Are Outside of Scope

A number of tables existed in the Info Mart 7.6 schema to facilitate internal processing rather than to serve end-user reporting purposes. For this reason, mainly, no compatibility information is provided for the following tables:

- AUDIT\_ (**Note:** See Database Schema Changes Overview for audit information.)
- DATA\_MIGRATION
- SCHEMA\_INFO

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