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Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Summary_Resource_Session Subject Area

12/20/2025

Summary_Resource_Session Subject Area

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



Summary_Resource_Session Subject Area View Large

Subject Area Dimensional Model Tables

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