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

Table RESOURCE_STATE_REASON

12/19/2025

Table RESOURCE_STATE_REASON

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
REASON_TYPE	varchar(64)/nvarchar(64)				

Table RESOURCE_STATE_REASON

Column	Data Type	P	M	F	DV
REASON_TYPE_CODE	varchar(32)/nvarchar(32)				
HARDWARE_REASON	varchar(255)/nvarchar(255)				
SOFTWARE_REASON	varchar(255)/nvarchar(255)				
SOFTWARE_REASON_KEY	varchar(255)/nvarchar(255)				
WORKMODE	varchar(64)/nvarchar(64)				
WORKMODE_CODE	varchar(32)/nvarchar(32)				
PURGE_FLAG	numeric(1)				

RESOURCE_STATE_REASON_KEY

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

TENANT_KEY

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

CREATE_AUDIT_KEY

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

UPDATE_AUDIT_KEY

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

REASON_TYPE

The type of the reason—either Hardware or Software. This value can change with localization.

REASON_TYPE_CODE

The reason type code—either HARDWARE or SOFTWARE. This value does not change with localization.

HARDWARE_REASON

The hardware reason.

SOFTWARE_REASON_KEY

The key name with which the software reason was attached.

SOFTWARE_REASON_VALUE

The value with which the software reason was attached.

WORKMODE

The work mode. This field is set to one of the following values:

- AgentWorkModeUnknown
- AgentManualIn
- AgentAutoIn
- AgentLegalGuard
- AgentAfterCallWork
- AgentAuxWork
- AgentWalkAway
- AgentReturnBack

This value can change with localization.

WORKMODE_CODE

The work mode code. This field is set to one of the following values:

- AGENT_WORK_MODE_UNKNOWN
- AGENT_MANUAL_IN
- AGENT_AUTO_IN
- AGENT_LEGAL_GUARD
- AGENT_AFTER_CALL_WORK
- AGENT_AUX_WORK
- AGENT_WALK_AWAY

Table RESOURCE_STATE_REASON

- AGENT_RETURN_BACK

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- **Summary_Resource_State_Reason** — Represents agent resource state reasons, summarized to the media type.