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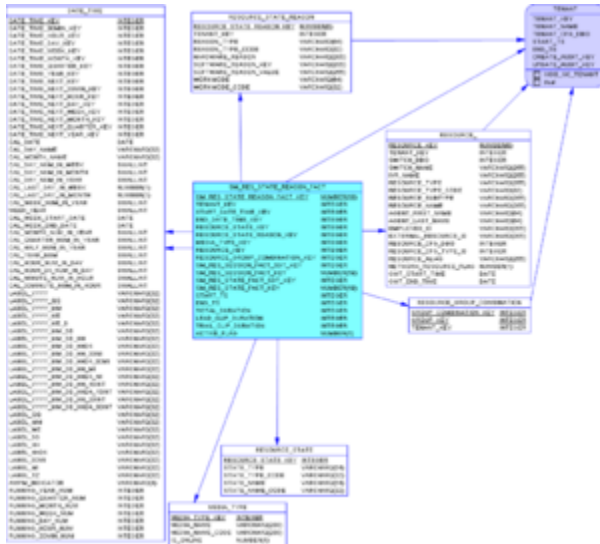
# Genesys Info Mart Physical Data Model for an Oracle Database

Summary\_Resource\_State\_Reason Subject Area

12/19/2025

# Summary\_Resource\_State\_Reason Subject Area

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



Summary\_Resource\_State\_Reason 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. |
| RESOURCE_STATE             | Allows facts to be described by the states of the contact center resources.                            |
| RESOURCE_STATE_REASON      | Allows facts to be described by the state reason of the associated agent resource.                     |
| SM_RES_STATE_REASON_FACT   | Represents agent resource state reasons, summarized to the media type.                                 |