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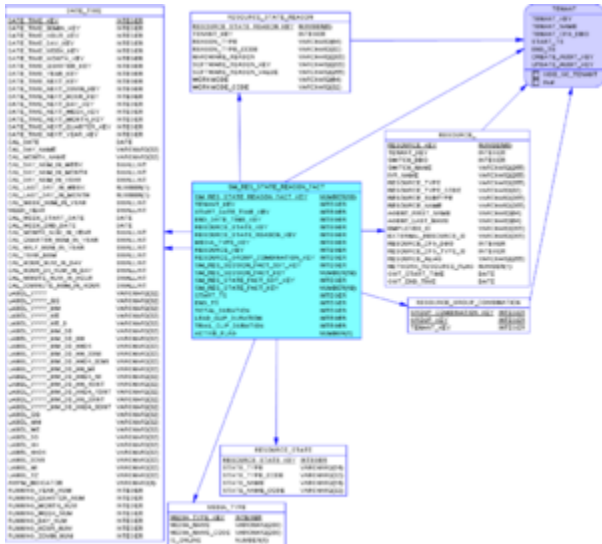
# Genesys Info Mart Physical Data Model for an Oracle Database

Summary\_Resource\_State\_Reason Subject Area

4/14/2025

# 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.