GENESYS™

Genesys Info Mart Physical Data Model for an Oracle Database

Table RESOURCE_GROUP_COMBINATION

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Description

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multivalue bridge table bridges facts with the GROUP_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which a resource belongs. Once created, resource group combinations are reused.

> **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
GROUP_COMBINATION_KEY	NUMBER(10)	X	X		
GROUP_KEY	NUMBER(10)	X	X	X	
TENANT_KEY	NUMBER(10)		X	X	
CREATE_AUDIT_KEY	NUMBER(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	NUMBER(19)		X	X	

GROUP_COMBINATION_KEY

The surrogate key that is used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that make up the group combination share the same GROUP_COMBINATION_KEY.

GROUP_KEY

The surrogate key that is used to join this table to the GROUP_ dimension, to identify one group among the groups that make up the resource group combination.

TENANT_KEY

The surrogate key that is used to join records in this table to a specific tenant in the TENANT dimension, to identify to which tenant the groups belong.

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.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling

resource, as well as the activities of that target handling resource.

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.

- Summary_Resource_State — Represents agent resource states, summarized to the media type.

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