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# Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table RESOURCE\_STATE\_REASON

# Table RESOURCE\_STATE\_REASON

## Description

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REASON\_TYPE, REASON\_TYPE\_CODE, HARDWARE\_REASON, SOFTWARE\_REASON\_KEY, SOFTWARE\_REASON\_VALUE, WORKMODE, WORKMODE\_CODE); 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 | integer     | X | X |   |    |
| TENANT_KEY                | integer     |   | X | X |    |
| CREATE_AUDIT_KEY          | numeric(19) |   | X | X |    |
| UPDATE_AUDIT_KEY          | numeric(19) |   | X | X |    |

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| Column              | Data Type    | P | M | F | DV |
|---------------------|--------------|---|---|---|----|
| REASON_TYPE         | varchar(64)  |   |   |   |    |
| REASON_TYPE_CODE    | varchar(32)  |   |   |   |    |
| HARDWARE_REASON     | varchar(255) |   |   |   |    |
| SOFTWARE_REASON     | varchar(255) |   |   |   |    |
| SOFTWARE_REASON_KEY | varchar(255) |   |   |   |    |
| SOFTWARE_REASON_VAL | varchar(255) |   |   |   |    |
| WORKMODE            | varchar(64)  |   |   |   |    |
| WORKMODE_CODE       | varchar(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

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

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

## REASON\_TYPE\_CODE

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

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

### HARDWARE\_REASON

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)  
The hardware reason.

### SOFTWARE\_REASON\_KEY

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)  
The key name with which the software reason was attached.

### SOFTWARE\_REASON\_VALUE

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)  
The value with which the software reason was attached.

### WORKMODE

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)  
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

**Modified:** 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

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single-language databases)

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
- 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.