

GENESYS[®]

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

Resource_Skill Subject Area

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Resource_Skill Subject Area

This subject area represents the skill resumes of agent resources.



Resource_Skill 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. |
| RESOURCE_ | Allows facts to be described based on the attributes of contact center resources. |
| RESOURCE_SKILL_FACT view | Describes an agent's skills and proficiency levels. |