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

Table RESOURCE_STATE

3/26/2025

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_TYPE, STATE_TYPE_CODE, STATE_NAME, and STATE_NAME_CODE columns modified in single-language databases); 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 resource state dimension contains possible agent states. The states have two levels of granularity: state type and state name. Each state type may include several state names, so that several agent states could be grouped by type. This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

> ### 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_KEY	int	X	X		

Column	Data Type	P	M	F	DV
STATE_TYPE	nvarchar(64)				
STATE_TYPE_CODE	nvarchar(32)				
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

STATE_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral resource state. This field is set to one of the following values:

- Unknown
- Ready
- WorkingReady
- NotReady
- WorkingNotReady

This value can change with localization.

STATE_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the media-neutral resource state. This field is set to one of the following values:

- UNKNOWN
- READY
- WORKINGREADY
- NOTREADY
- WORKINGNOTREADY

This value does not change with localization.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state. This value can change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- Unknown
- Busy
- Ready
- NotReady
- AfterCallWork (voice only)
- LoggedOnOnly

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WaitForNextCall
- OffHook
- CallDialing
- CallRinging

- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown

- CallConsult
- CallInternal
- CallOutbound
- CallInbound

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state code. This value does not change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- UNKNOWN
- BUSY
- READY
- NOTREADY
- AFTERCALLWORK (voice only)
- LOGGEDONONLY

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WAITFORNEXTCALL
- OFFHOOK
- CALLDIALING

- CALLRINGING
- NOTREADYFORNEXTCALL
- AFTERCALLWORK

- CALLONHOLD
- CALLUNKNOWN
- CALLCONSULT

- CALLINTERNAL
- CALLOUTBOUND
- CALLINBOUND

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.

- 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.