

GENESYS

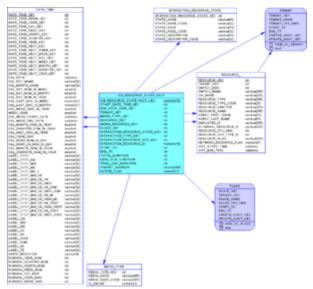
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Genesys Engage cloud Reporting Guide

Interaction Resource State Subject Area

Interaction_Resource_State Subject Area

This subject area provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.



Interaction_Resource_State 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. |
| INTERACTION_RESOURCE_STATE | Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions. |
| IXN_RESOURCE_STATE_FACT | Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states. |
| 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. |