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Genesys Engage cloud Reporting Guide

Summary_Resource_Session Subject Area

5/7/2025

Summary_Resource_Session Subject Area

This subject area represents agent resource media sessions from login to logout, summarized to the media type.



Summary_Resource_Session 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. |
| 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. |
| RESOURCE_GROUP_COMBINATION | Allows facts to be described based on the membership of resources in a combination of resource groups. |
| SM_RES_SESSION_FACT | Represents agent resource media sessions from login to logout, summarized to the media type. |