



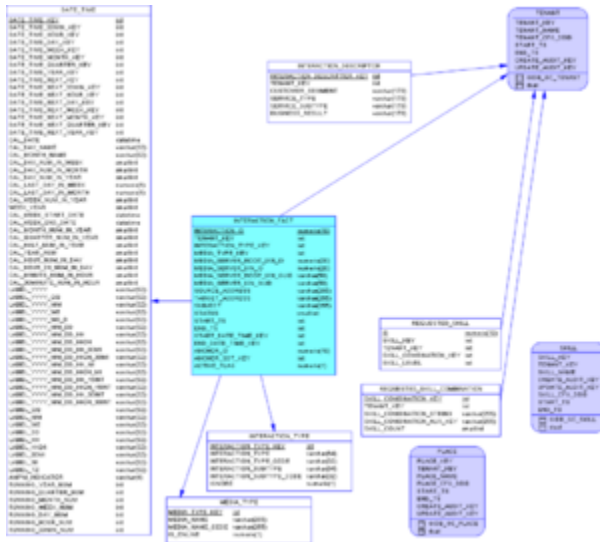
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# Genesys Engage cloud Reporting Guide

Interaction Subject Area

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This subject area represents interactions from the perspective of a customer experience.



Interaction Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>DATE_TIME</b>	Allows facts to be described by attributes of a calendar date and 15-minute interval.
<b>INTERACTION_DESCRIPTOR</b>	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
<b>INTERACTION_FACT</b>	Represents interactions from the perspective of a customer experience.
<b>INTERACTION_TYPE</b>	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
<b>MEDIA_TYPE</b>	Allows facts to be described based on media type, such as Voice.
<b>REQUESTED_SKILL</b>	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
<b>REQUESTED_SKILL_COMBINATION</b>	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.