Genesys Engage cloud Reporting Guide

Interaction_Resource_State Subject Area

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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.