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# Genesys Engage cloud Reporting Guide

Interaction\_Resource\_State Subject Area

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# 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.   |