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Genesys Engage cloud Reporting Guide

Resource_Group Subject Area

5/4/2025

Resource_Group Subject Area

This subject area represents the membership of contact center resources among resource groups.



Resource_Group 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.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.