

## **GENESYS**

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## Genesys Engage cloud Reporting Guide

Resource Skill Subject Area

## Resource\_Skill Subject Area

This subject area represents the skill resumes of agent resources.



Resource\_Skill 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_SKILL_FACT view	Describes an agent's skills and proficiency levels.