



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Reporting Guide

Table RESOURCE_STATE_REASON

Table RESOURCE_STATE_REASON

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REASON_TYPE, REASON_TYPE_CODE, HARDWARE_REASON, SOFTWARE_REASON_KEY, SOFTWARE_REASON_VALUE, WORKMODE, WORKMODE_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

Table RESOURCE_STATE_REASON

Column	Data Type	P	M	F	DV
REASON_TYPE	nvarchar(64)				
REASON_TYPE_CODE	nvarchar(32)				
HARDWARE_REASON	nvarchar(255)				
SOFTWARE_REASON	nvarchar(255)				
SOFTWARE_REASON_KEY	nvarchar(255)				
SOFTWARE_REASON_VALUE	nvarchar(255)				
WORKMODE	nvarchar(64)				
WORKMODE_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

RESOURCE_STATE_REASON_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

REASON_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The type of the reason—either Hardware or Software. This value can change with localization.

REASON_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

Table RESOURCE_STATE_REASON

The reason type code—either **HARDWARE** or **SOFTWARE**. This value does not change with localization.

HARDWARE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The hardware reason.

SOFTWARE_REASON_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The key name with which the software reason was attached.

SOFTWARE_REASON_VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The value with which the software reason was attached.

WORKMODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)
The work mode. This field is set to one of the following values:

- AgentWorkModeUnknown
- AgentManualIn
- AgentAutoIn
- AgentLegalGuard
- AgentAfterCallWork
- AgentAuxWork
- AgentWalkAway
- AgentReturnBack

This value can change with localization.

WORKMODE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in

Table RESOURCE_STATE_REASON

single-language databases)

The work mode code. This field is set to one of the following values:

- AGENT_WORK_MODE_UNKNOWN
- AGENT_MANUAL_IN
- AGENT_AUTO_IN
- AGENT_LEGAL_GUARD
- AGENT_AFTER_CALL_WORK
- AGENT_AUX_WORK
- AGENT_WALK_AWAY
- AGENT_RETURN_BACK

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- **Summary_Resource_State_Reason** — Represents agent resource state reasons, summarized to the media type.