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Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Resource_Skill Subject Area

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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.