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

Table IXN_RESOURCE_STATE_FACT

Table IXN_RESOURCE_STATE_FACT

Description

In partitioned databases, this table is partitioned.

Each row in this table describes an interaction-related state of an agent. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as seconds since midnight of January 1, 1970. The place that is associated with the resource state is also included as a dimensional reference.

If an agent handles multiple interactions simultaneously, this table may include facts that happen simultaneously on different interactions, but that are associated with the same agent.

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
IXN_RESOURCE_STATE_FACT_ID	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	

Table IXN_RESOURCE_STATE_FACT

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
INTERACTION_RESOURCE_STATE_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
INTERACTION_RESOURCE_SDT_KEY	int			X	
INTERACTION_RESOURCE_ID	numeric(19)			X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				

IXN_RESOURCE_STATE_FACT_KEY

The primary key of this table, generated by Genesys Info Mart.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

TENANT_KEY

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

MEDIA_TYPE_KEY

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

RESOURCE_KEY

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

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an IRF resource such as an agent or IVR, this key refers to the DN of the agent or of the IVR. For a routing point or queue resource (including ACD queue, interaction queue, or workbin), this key holds the same value as RESOURCE_KEY.

PLACE_KEY

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

INTERACTION_RESOURCE_STATE_KEY

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

INTERACTION_TYPE_KEY

The surrogate key that is used to join the INTERACTION_TYPE 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.

INTERACTION_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the INTERACTION_RESOURCE_ID field. On a partitioned database, INTERACTION_RESOURCE_SDT_KEY in combination with INTERACTION_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

INTERACTION_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. This surrogate key is used to join the interaction resource state fact to the interaction resource fact.

START_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact began.

END_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact ended.

TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state, irrespective of the interval(s) in which the state endures.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION_RESOURCE_STATE.STATE_NAME_CODE field is "INITIATED"; otherwise, this field is null.

ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

Index List

CODE	U	C	Description
I_IRSF_SDT			Improves access time, based on the Start Date Time key.

Index I_IRSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Interaction_Resource_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.