Genesys Info Mart Physical Data Model for a PostgreSQL Database

Table SM_MEDIA_NEUTRAL_STATE_FACT

12/17/2025

Table SM_MEDIA_NEUTRAL_STATE_FACT

Description

Introduced: 8.5.002
Modified: 8.5.013.06 (END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY added); 8.5.003 (CREATE_AUDIT_KEY column added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource across all media. Using media-specific SM_RES_STATE_FACT data as the source, the media-neutral state is the highest-priority state in effect for any of the agent's media for which Genesys Info Mart has been configured to populate summarized states (in other words, the applicable **populate-sm-*-resource-activity** options are set to true). The priority is determined by the **sm-resource-state-priority** option.

A new row is inserted whenever there is the possibility that a new media-neutral summarized state was entered, such as when a summarized state begins in any media session for the resource, or when a summarized session for the resource ends. In these situations, the previous media-neutral state is ended, the winning state is re-evaluated, and the new highest-priority state (which may be the same as the previous one) is recorded. Therefore, there might be multiple sequential rows with the same state for the agent. A media-neutral state is also ended if it is still active at the end of an ETL cycle, and the winning state is re-evaluated at the beginning of the next ETL cycle. The rows are not updated.

The SM_MEDIA_NEUTRAL_STATE_FACT table does not record subsecond states, so there will never be more than one media-neutral state for an agent in the same second.

The SM_MEDIA_NEUTRAL_STATE_FACT table is populated up to the point where summarized state data is available for activity from both voice and multimedia data sources. Because evaluation of the highest media-neutral state can occur only after the media-specific summarized states have been transformed, population of the SM_MEDIA_NEUTRAL_STATE_FACT table is commonly one ETL cycle behind the SM_RES_STATE_FACT table.

If the extraction high-water marks (HWMs) of the voice and multimedia data domains differ, Genesys Info Mart will wait for summarized state data from the lagging data domain. The waiting period depends on the configured **extract-data-stuck-threshold** option value. Once the waiting period is over, Genesys Info Mart begins to populate the table based on available media-specific data.

The STUCK_FLAG indicates whether the highest-priority media-neutral state was determined based on data from only one of the data domains (voice or multimedia) — for example, because one of the data domains was lagging significantly behind the other, or because there is only one data domain in

the deployment.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. The start time is also stored as a DATE_TIME dimension reference.

> ### 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
START_DATE_TIME_KEY	integer	X	X	X	
END_DATE_TIME_KEY	integer			X	
RESOURCE_KEY	integer	X	X	X	
RESOURCE_STATE_KEY	integer	X	X	X	
RESOURCE_GROUP_COMBINATION_KEY	integer			X	
TENANT_KEY	integer		X	X	
START_TS	integer	X	X		
END_TS	integer				
STUCK_FLAG	numeric(1)				0
CREATE_AUDIT_KEY	numeric(19)		X	X	-1

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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

Introduced: Release 8.5.013.06
Identifies the start of a 15-minute interval in which the media-neutral summarized resource state 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.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

RESOURCE_GROUP_COMBINATION_KEY

Introduced: Release 8.5.013.06
The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension, to identify the groups in which the agent was a member at the start of the media-specific state from which the media-neutral state was summarized.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs..

START_TS

The UTC-equivalent value of the date and time at which the resource state began. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the START_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

END_TS

The UTC-equivalent value of the date and time at which the resource state ended. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

STUCK_FLAG

Indicates whether the determination of the highest-priority state was made without input from one of the data domains: 0 = No, 1 = Yes.

CREATE_AUDIT_KEY

Introduced: Release 8.5.003
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.

Index List

No indexes are defined.

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.