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iWD Data Mart Reference Guide

RESOURCE_ Table

RESOURCE_Table

This table allows facts to be described based on the attributes of the associated agent. Data in this table is updated by synchronization with RESOURCE_table from **Genesys Info Mart**. Unlike the source table (in Genesys Info Mart), only data about agents is stored here.

Column	Data Type	Description
RESOURCE_KEY	int	The surrogate key, inherited from the Genesys Info Mart database.
TENANT_KEY	int	The surrogate key, inherited from the Genesys Info Mart database.
CREATE_AUDIT_KEY	bigint	The surrogate key, inherited from the Genesys Info Mart database.
UPDATE_AUDIT_KEY	bigint	The surrogate key, inherited from the Genesys Info Mart database.
SWITCH_DBID	int	The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH_NAME field.
SWITCH_NAME	nvarchar(255)	The switch name on which the queue, routing point, or IVR DN is configured. It provides a natural hierarchy for queues, routing points, or IVR DNs that are configured on the same switch.
IVR_NAME	nvarchar(255)	The IVR name on which the IVR DN is configured. It provides a natural hierarchy for IVR DNs that are configured on the same IVR.
RESOURCE_TYPE	nvarchar(255)	The resource type. This field is set to the following value: <ul style="list-style-type: none"> Agent
RESOURCE_TYPE_CODE	nvarchar(32)	The code of the resource type. This field is set to the following value: <ul style="list-style-type: none"> AGENT
RESOURCE_SUBTYPE	nvarchar(255)	The detailed resource type. The following list of permissible values presents the resource subtypes in the following format: <ul style="list-style-type: none"> Agent

Column	Data Type	Description
		<ul style="list-style-type: none"> • Agent • Person
RESOURCE_NAME	nvarchar(255)	The user name of the agent as specified in the Person object's properties in the Configuration Database.
AGENT_FIRST_NAME	nvarchar(64)	This value is the first name of the agent, as specified in the Person object's properties in the Configuration Database.
AGENT_LAST_NAME	nvarchar(64)	This value is the last name of the agent, as specified in the Person object's properties in the Configuration Database.
EMPLOYEE_ID	nvarchar(255)	The employee ID of an agent resource, as it appears in the contact center configuration.
EXTERNAL_RESOURCE_ID	nvarchar(255)	The employee ID of an agent, as it appears in an external human resource application. This field is reserved for future use.
RESOURCE_CFG_DBID	int	The database identifier for the agent object in the contact center configuration.
RESOURCE_CFG_TYPE_ID	int	The contact center configuration integer type that is associated with agent object.
RESOURCE_ALIAS	nvarchar(255)	This field inherited from the Genesys Info Mart database.
NETWORK_RESOURCE_FLAG	int	This field inherited from the Genesys Info Mart database.
GMT_START_TIME	timestamp	The GMT-equivalent date and time at which the resource was added to ICON DB, which can differ from the date and time at which the resource was actually added to contact center configuration.
GMT_END_TIME	timestamp	The GMT-equivalent date and time at which the resource was removed from contact center configuration.
PURGE_FLAG	int	This field is reserved.