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Genesys Engage cloud Reporting Guide

Summary_Resource_State Subject Area

12/15/2025

Summary_Resource_State Subject Area

This subject area represents agent resource states, summarized to the media type.



Summary_Resource_State 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.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.