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Genesys Engage cloud Reporting Guide

Table SM_RES_SESSION_FACT

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Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (AGENT_LOCATION_KEY added)

In partitioned databases, this table is partitioned.

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs and Places that are associated with an agent, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs, Places and/or queues to which the agent resource logs in. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs out of all voice DNs and queues. For multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Both active and completed sessions are populated.

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
SM_RES_SESSION_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
AGENT_LOCATION_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_SESSION_FACT_KEY

This key determines the login session sequence in the scenario when more than one session occurs within a period of one second for the same agent on the same media.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session 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 summarized resource session 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 this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify a specific media type.

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 login session.

RESOURCE_GROUP_COMBINATION_KEY

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. This field identifies the groups in which the agent was a member when the summarized session began.

START_TS

The UTC-equivalent value of the date and time at which the summarized resource session began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs. If the session is not complete, the duration is calculated from the beginning time of the session until the last extraction.

LEAD_CLIP_DURATION

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

TRAIL_CLIP_DURATION

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

ACTIVE_FLAG

Indicates whether the resource session is active (not finished): 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

AGENT_LOCATION_KEY

Introduced: Release 8.5.014.19

The surrogate key that is used to join this table to the AGENT_LOCATION dimension, to indicate the agent's specific location for the summarized resource session, by agent and media type.

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.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19

Reserved for internal use.

Index List

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

Index I_SM_RS_SSSN_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- **Facts** — Represents the relationships between subject area facts.
- **Summary_Resource_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.