Genesys Engage cloud Reporting Guide

Table SM_RES_STATE_REASON_FACT

5/12/2025

Table SM_RES_STATE_REASON_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row describes a summarized agent resource state reason and work mode reason, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is logged in with a particular state reason, for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. Both active and completed state reasons are taken into consideration. Do Not Disturb is optionally factored into summary state reasons, based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a resource state, the winning summary state reason is the reason that is associated with the state that has the highest priority.

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.

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_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
SM_RES_SESSION_FACT_SDT_KEY	int			X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
SM_RES_STATE_FACT_SDT_KEY	int			X	
SM_RES_STATE_FACT_KEY	numeric(19)		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)				
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_STATE_REASON_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state reason sequence in the scenario when more than one reason occur within a period of one second for the same agent on the same media.

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.

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.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason 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 resource state reason 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_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific state that is associated with this reason.

RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE_REASON dimension, to identify the hardware or software reason and work mode that are associated with this summarized state reason.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type of this state reason.

RESOURCE_KEY

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

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 to which the agent was a member when the resource state reason began.

SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state reason of the resource with the summarized login session.

SM_RES_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, SM_RES_STATE_FACT_SDT_KEY in combination with SM_RES_ STATE_FACT_KEY forms a value of the composite primary key for the SM_RES_STATE_FACT table.

SM_RES_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join records in this table to the SM_RES_STATE_FACT dimension table, to associate the summarized state reason of the resource with the summarized state.

START_TS

The UTC-equivalent value of the date and time at which the resource state reason 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, that the resource has been in the state for the prescribed reason, irrespective of the interval(s) in which the state-reason combination may endure.

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, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason 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, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource reason state.

ACTIVE_FLAG

Indicates whether the resource state reason is currently active: 0 = No, 1 = Yes. For completed state reasons, this value is 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

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

Index I_RSRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.