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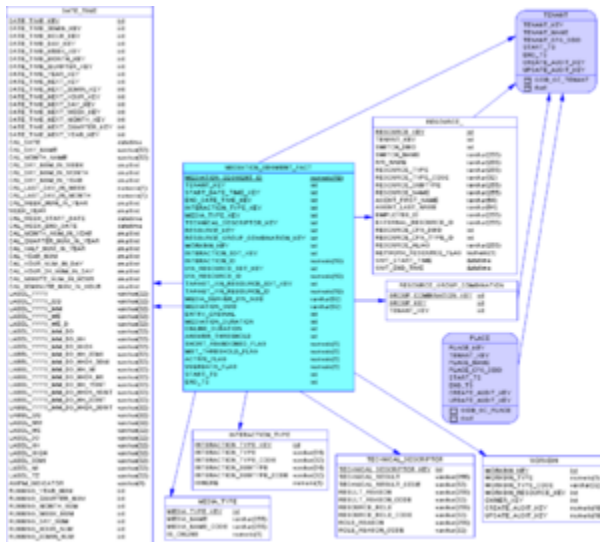
Genesys Engage cloud Reporting Guide

Mediation_Segment Subject Area

12/15/2025

Mediation_Segment Subject Area

This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.



Mediation_Segment 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.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
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.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a

Table/View	Description
	place, or a group thereof.