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Genesys Engage cloud Reporting Guide

Resource_Group Subject Area

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Resource_Group Subject Area

This subject area represents the membership of contact center resources among resource groups.



Resource_Group 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. |
| RESOURCE_ | Allows facts to be described based on the attributes of contact center resources. |
| RESOURCE_GROUP_FACT view | Describes the membership of resources in resource groups. |