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Genesys Engage cloud Reporting Guide

Table INTERACTION_RESOURCE_STATE

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table contains possible interaction-related resource states. STATE_NAME_CODE identifies the resource state, while a combination of a state descriptor and a state role provides additional details.

This table allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state, combined with a state descriptor and state role.

Note: States are not generated for routing point or ACD queue IRF resources, as these resources have only one state.

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

Table INTERACTION_RESOURCE_STATE

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_STATE_KEY	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
STATE_ROLE	nvarchar(64)				
STATE_ROLE_CODE	nvarchar(32)				
STATE_DESCRIPTOR	nvarchar(64)				
STATE_DESCRIPTOR_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

INTERACTION_RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

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.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The media-neutral resource state. This field is set to one of the following values:

- Initiate
- Alert
- Connect
- Hold
- Wrap

- Unknown

See STATE_NAME_CODE for descriptions of possible states. This value can change with localization.

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The code of the media-neutral resource state. One of the following values:

- INITIATE — Indicates that a resource initiated an interaction and that there is no other party on the interaction yet. This state is part of State=3 (connected) that is reported by ICON.
- ALERT — Indicates that a resource is being alerted of an attempt for a new interaction to be connected to the agent's device. This state corresponds to State=2 (alerting) that is reported by ICON.
- CONNECT — Indicates a state in which the agent is known to be participating in the call, according to the state of the agent's device. This state is part of State=3 (connected) that is reported by ICON.
- HOLD — Indicates a state in which the agent places another party on hold. This state corresponds to State=4 (hold) that is reported by ICON.
- WRAP — This state may occur after the interaction is disconnected, when the agent goes to an After Call Work (ACW) state, or "wrap up" state, and when the reporting has enough information to associate this WRAP state to a specific interaction (either ACW started during a specific single interaction or it was initiated within a certain timeout after completion of the related interaction).
- UNKNOWN — The state in which there is no relationship between the call and the device.

This value does not change with localization.

STATE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The media-neutral role of the resource state. This field is set to one of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

STATE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The code of the state role. This field is set to one of the following values:

- INITIATOR

Table INTERACTION_RESOURCE_STATE

- RECEIVER
- UNKNOWN

This value does not change with localization.

STATE_DESCRIPTOR

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

For voice interactions, the detailed classification that describes the resource state. This field is set to one of the following values:

- Inbound
- Internal
- Outbound
- Outbound_OCS
- Consult
- Unknown

The value can change with localization.

STATE_DESCRIPTOR_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The code of the resource state descriptor. This field is set to one of the following values:

- INBOUND
- INTERNAL
- OUTBOUND
- OUTBOUND_OCS
- CONSULT
- UNKNOWN

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- **Interaction_Resource_State** — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.