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Genesys Engage cloud Reporting Guide

Table RESOURCE_

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Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SWITCH_NAME, IVR_NAME, RESOURCE_TYPE, RESOURCE_TYPE_CODE, RESOURCE_SUBTYPE, RESOURCE_NAME, AGENT_FIRST_NAME, AGENT_LAST_NAME, EMPLOYEE_ID, EXTERNAL_RESOURCE_ID, RESOURCE_ALIAS); 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 table allows facts to be described based on the attributes of the associated resource; routing points, queues, IVRs, and agents are all resources. Each row describes one resource. A new row is issued for each configured DN--such as routing point, queue DN, position, extension, IVR DN, and agent--identified by its ID in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points; ACD Queues and Virtual Queues are considered Queues. For Genesys eServices/Multimedia, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a script, routing point, queue, or another DN and re-creating it under the same name causes a new row to be issued. Changing agent attributes--such as last name, first name, and employee ID--causes an update to an existing row. Deleting an agent and re-creating it with the same attributes causes a new row to be issued.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL_RESOURCE_ID and IVR_NAME columns.

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
RESOURCE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SWITCH_DBID	int				
SWITCH_NAME	nvarchar(255)				
IVR_NAME	nvarchar(255)				
RESOURCE_TYPE	nvarchar(255)				
RESOURCE_TYPE_CODE	varchar(32)				
RESOURCE_SUBTYPE	nvarchar(255)				
RESOURCE_NAME	nvarchar(255)				
AGENT_FIRST_NAME	nvarchar(64)				
AGENT_LAST_NAME	nvarchar(64)				
EMPLOYEE_ID	nvarchar(255)				
EXTERNAL_RESOURCE_ID	nvarchar(255)				
RESOURCE_CFG_DBID	int				
RESOURCE_CFG_TYPE_ID	int				
RESOURCE_ALIAS	nvarchar(255)				
NETWORK_RESOURCE_ID	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension table to the fact and aggregate tables.

TENANT_KEY

The surrogate key that is used to join the TENANT 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.

SWITCH_DBID

The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH_NAME field.

SWITCH_NAME

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

The switch name on which the queue, routing point, or IVR DN is configured. It provides a natural hierarchy for queues, routing points, or IVR DNs that are configured on the same switch.

IVR_NAME

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

The IVR name on which the IVR DN is configured. It provides a natural hierarchy for IVR DNs that are configured on the same IVR.

RESOURCE_TYPE

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

The resource type. This field is set to one of the following values:

- Unknown
- Agent

- Queue
- RoutingPoint
- IVRApplication
- IVRPort
- Other

This value can change with localization.

RESOURCE_TYPE_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 type. This field is set to one of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRAPPLICATION
- IVRPORT
- OTHER

This value does not change with localization.

RESOURCE_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.003.17 (new value, Person, added for the Agent resource type)
The detailed resource type.

The following list of permissible values presents the resource subtypes in the following format:

- **RESOURCE_TYPE**
RESOURCE_SUBTYPE
- **Unknown**
Unknown
VirtualQueue
InteractionQueue
- **Agent**
Agent
Person
InteractionWorkBin
- **Queue**
ACDQueue
- **RoutingPoint**
RoutingPoint
VirtualRoutingPoint

ExternalRoutingPoint	Workflow
ServiceNumber	AccessResource
RoutingQueue	• Other
RoutingStrategy	UnknownDNType
• IVRApplication	Extension
UnknownDNType	ACDPosition
Extension	ACDQueue
ACDPosition	RoutingPoint
VoiceTreatmentPort	VirtualQueue
VoiceMail	VirtualRoutingPoint
MobileStation	VoiceTreatmentPort
CallProcessingPort	VoiceMail
FAX	CallProcessingPort
Modem	FAX
MusicPort	Modem
Trunk	MusicPort
TrunkGroup	Trunk
TieLine	TrunkGroup
TieLineGroup	TieLine
Mixed	TieLineGroup
NetworkDestination	Mixed
ServiceNumber	ExternalRoutingPoint
CommunicationDN	NetworkDestination
E-mailAddress	ServiceNumber
VoiceOverIPPort	RoutingQueue
	CommunicationDN
	E-mailAddress
• IVRApplication (continued)	VoiceOverIPPort
VideoOverIPPort	VideoOverIPPort
Chat	Chat
CoBrowse	CoBrowse
VoiceOverIPService	VoiceOverIPService

Workflow

AccessResource

RESOURCE_NAME

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

The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR application name
- The IVR directory number
- The multimedia interaction queue
- The workbin
- The routing strategy name
- The user name of the agent as specified in the Person object's properties in the Configuration Database

AGENT_FIRST_NAME

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

If the resource is an agent, this value is the first name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

AGENT_LAST_NAME

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

If the resource is an agent, this value is the last name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

EMPLOYEE_ID

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

The employee ID of an agent resource, as it appears in the contact center configuration.

EXTERNAL_RESOURCE_ID

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

The employee ID of an agent, as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field is reserved for future use.

RESOURCE_CFG_DBID

The database identifier for the routing point, queue, IVR DN, or agent object in the contact center configuration.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart generates an internal ID to populate this field for a DN resource that does not have a corresponding configuration object.

RESOURCE_CFG_TYPE_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR DN, or agent object.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart sets this field to 0 (zero) for a DN resource that does not have a corresponding configuration object.

RESOURCE_ALIAS

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

Contains the DN's alias, as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

NETWORK_RESOURCE_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server: 0 = Premise, 1 = Network.

GMT_START_TIME

The GMT-equivalent date and time at which the resource was added to IDB, which can differ from the date and time at which the resource was actually added to contact center configuration.

GMT_END_TIME

The GMT-equivalent date and time at which the resource was removed from contact center configuration.

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
IDX_RES_CFG_DBID	X		Reserved.
IDX_RES_TYPE_CODE			Improves access time, based on the code for the resource type.
I_RES_KEY_CFG_DBID	X		Reserved.

Index IDX_RES_CFG_DBID

Field	Sort	Comment
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Index IDX_RES_TYPE_CODE

Field	Sort	Comment
RESOURCE_TYPE_CODE	Ascending	

Index I_RES_KEY_CFG_DBID

Field	Sort	Comment
RESOURCE_KEY	Ascending	
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Subject Areas

- **Contact Attempt** — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- **Interaction Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling

resource, as well as the activities of that target handling resource.

- **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.
- **Mediation_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- **Resource_Group** — Represents the membership of contact center resources among resource groups.
- **Resource_Skill** — Represents the skill resumes of agent resources.
- **Summary_Resource_Session** — Represents agent resource media sessions from login to logout, summarized to the media type.
- **Summary_Resource_State** — Represents agent resource states, summarized to the media type.
- **Summary_Resource_State_Reason** — Represents agent resource state reasons, summarized to the media type.