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iWD Data Mart Reference Guide

TASK_WORK_FACT Tables

TASK_WORK_FACT Tables

A *task work fact* describes a task from the perspective of enterprise resources. Each time a task is assigned to an agent, iWD records a new task work fact. In the Data Mart, you can access a task work fact through the following objects:

- I_TASK_WORK_FACT—Intraday data table
- H_TASK_WORK_FACT—Historical data table
- TASK_WORK_FACT—Blended view of historical and intraday data

The dimensions that support the iWD task work fact tables and views are shown in the TASK_WORK_FACT star schema below. The fields, data types, and descriptions of each column of the TASK_WORK_FACT intraday and historical tables follow.

TASK_WORK_FACT Star Schema

The I/H_TASK_WORK_FACT Tables

Field	Data Type	Description
ASSIGN_TASK_EVENT_ID	int	ID, taken from the Interaction Server event log, that corresponds to the event at which the task was assigned to agent. This field, together with SOLUTION_KEY, forms the primary key of this table.
SOLUTION_KEY	int	Key to the SOLUTION dimension . A solution is assigned as soon as a task is created in the Interaction Server database. A tenant can have more than one solution instance. This field, together with ASSIGN_TASK_EVENT_ID, forms the primary key of this table.
INTERACTION_ID	varchar(64)	Interaction ID. This field is unique within a single Interaction Server database.
FINISH_TASK_EVENT_ID	int	ID, taken from the Interaction Server event log, that corresponds to the event at which an agent finished working on the task.
IS_ABANDON	int	Indicates whether a task was abandoned: <ul style="list-style-type: none">• 0 indicates that the task was not abandoned (status finished).

Field	Data Type	Description
		<ul style="list-style-type: none"> 1 indicates that the task was abandoned.
CAPTURE_ID	varchar(64)	Capture ID for the task, assigned by the source system. This field is a core task attribute.
TENANT_KEY	int	Key to the TENANT dimension , describing the parent iWD tenant of the task.
DEPARTMENT_KEY	int	Key to the DEPARTMENT dimension , describing the parent iWD department of the task.
PROCESS_KEY	int	Key to the PROCESS dimension , describing the parent iWD process of the task.
CAPTURE_POINT_KEY	int	Key to the CAPTURE_POINT dimension , describing the parent iWD capture point of the task—for example, capture point name = XML File Capture).
DISTRIBUTION_POINT_KEY	int	Key to the DISTRIBUTION_POINT dimension describing the task's parent iWD distribution point—for example, name = Toronto Call Center.
QUEUE_KEY	int	Key to the QUEUE dimension .
ASSIGN_DATE_KEY	int	Key to the EVENT_DATE dimension indicating when the task was assigned to the agent.
ASSIGN_TIME_KEY	int	Key to the EVENT_TIME dimension indicating when the task was assigned to the agent.
FINISH_DATE_KEY	int	Key to the EVENT_DATE dimension indicating when the task was assigned to the agent.
FINISH_TIME_KEY	int	Key to the EVENT_TIME dimension indicating when the task was assigned to the agent.
MEDIA_CHANNEL_KEY	int	Key to the MEDIA_CHANNEL dimension , describing the channel through which the task was received—for example, fax. This value can be set in iWD rules or by the system that is submitting the task.
CATEGORY_KEY	int	Key to the CATEGORY dimension , describing the category that is associated with the task.

Field	Data Type	Description
BUSINESS_VALUE_KEY	int	Key to the BUSINESS_VALUE dimension .
PRIORITY_KEY	int	Key to the PRIORITY dimension .
ASSIGNED_AGENT_KEY	int	Key to the AGENT dimension , storing the agent ID for the agent who received the task. This key can be used to retrieve additional agent information from Genesys Info Mart, such as Agent Skill, or other employee data from EDW.
RESULT_CODE_KEY	int	Key to the RESULT_CODE dimension .
CUSTOMER_KEY	int	Key to the CUSTOMER dimension , storing the unique value that identifies the customer. This key can be used to retrieve additional details about the customer from other enterprise data repositories.
CUSTOMER_SEGMENT_KEY	int	Key to the CUSTOMER_SEGMENT dimension , describing the segment for the customer—for example, gold, silver, or bronze.
PRODUCT_KEY	int	Key to the PRODUCT dimension , describing the product type (Internet) and subtype (DSL) that are associated with the task.
SOURCE_TENANT_KEY	int	Key to the SOURCE_TENANT dimension , describing the source tenant (where the source system is part of a multi-tenant environment).
SOURCE_PROCESS_KEY	int	Key to the SOURCE_PROCESS dimension , describing the source process—for example, Order.
CUSTOM_DIM_KEY	int	Key to the CUSTOM_DIM dimension containing five additional attributes (beyond those that are listed below) that can be used to dimension a task.
CUSTOM_ATTRIBUTE1	varchar(255)	Custom attribute that describes a task. A total of 10 custom attributes can be mapped to the task, with an additional 5 attributes in the CUSTOM_DIM dimension .
CUSTOM_ATTRIBUTE2		
CUSTOM_ATTRIBUTE3		
CUSTOM_ATTRIBUTE4		
CUSTOM_ATTRIBUTE5		
CUSTOM_ATTRIBUTE6		
CUSTOM_ATTRIBUTE7		

Field	Data Type	Description
CUSTOM_ATTRIBUTE8		
CUSTOM_ATTRIBUTE9		
CUSTOM_ATTRIBUTE10		
WORK_TIME_SEC	int	Calculated value, in seconds, where the work time is the time from agent complete to agent assigned.
FINISH_INTERVAL	int	Time interval that is derived from the FINISH_DATE_KEY and FINISH_TIME_KEY fields. Used for ETL scripts.
CREATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension , identifying the ETL job that created this task work fact.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension , identifying the ETL job that last updated this task work fact.
START_DATE_TIME_KEY	int	Key to the DATE_TIME dimension , identifying the 15-minute interval during which this record was created.