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iWD Data Mart Reference Guide

TASK_EVENT_FACT Tables

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A *task event* provides detailed audit information about a task. The creation, update, hold, resumption, cancelation, and completion of each task in iWD Manager generates an audit event in the Interaction Server Event Log database. When a task is assigned to an iWD process, for example, an audit event record stores the date and time at which the event occurred to the I_TASK_EVENT_FACT table. Certain Interaction Server-generated events also are transformed into task event facts. You can see these events in the iWD Manager history view.

In the iWD Data Mart, you access task event facts through the following database objects:

- I_TASK_EVENT_FACT—Intraday data table
- H_TASK_EVENT_FACT—Historical data table
- TASK_EVENT_FACT—Blended view of historical and intraday data

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



The I/H_TASK_EVENT_FACT Tables

Field	Data Type	Description
TASK_EVENT_ID	int	Unique ID for the event. This field, together with SOLUTION_KEY, forms the primary key of this table.

Field	Data Type	Description
SOLUTION_KEY	int	Key to the SOLUTION dimension , describing the solution instance of the task (as configured in iWD Manager)—for example, Production versus Test. 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 TASK_EVENT_ID, forms the primary key of this table.
CAPTURE_ID	varchar(64)	Capture ID for the task, assigned by the source system. This field is a core task attribute.
INTERACTION_ID	varchar(64)	Interaction ID. This field is unique within a single Interaction Server database.
TASK_EVENT_TYPE_KEY	int	Key to the TASK_EVENT_TYPE dimension . Event types are iWD event types, such as RULE_APPLIED. You can view event types in the task history in iWD Manager.
DISTRIBUTION_POINT_KEY	int	Key to the DISTRIBUTION_POINT dimension , identifying the object from which this task was sent on for completion—for example, name = Toronto Call Center.
EVENT_DATE_KEY	int	Key to the EVENT_DATE dimension , identifying the date on which the event occurred.
EVENT_TIME_KEY	int	Key to the EVENT_TIME dimension , identifying the time at which the event occurred.
STATUS_KEY	int	Key to the STATUS dimension .
ACTIVATION_DATE_KEY	int	Key to the EVENT_DATE dimension , describing the activation date of the iWD task. Tasks can be submitted and not acted upon until this date.
ACTIVATION_TIME_KEY	int	Key to the EVENT_TIME dimension , describing the activation time of the iWD task.
DUE_DATE_KEY	int	Key to the EVENT_DATE dimension , describing the due date of the iWD task (as set by iWD rules or by the source system).
DUE_TIME_KEY	int	Key to the EVENT_TIME dimension .

Field	Data Type	Description
		dimension , describing the due time of the iWD task.
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 , describing the agent to whom the task was assigned when the event record resulted in a task assignment to an agent.
RESULT_CODE_KEY	int	Key to the RESULT_CODE dimension when the event is an update of a result code from the agent or source system.
DEPARTMENT_KEY	int	Key to the DEPARTMENT dimension , describing the iWD department.
PROCESS_KEY	int	Key to the PROCESS dimension , describing the iWD process.
ENTERED_QUEUE_KEY	int	Key to the QUEUE dimension , describing the queue into which the task entered (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).
ENTERED_QUEUE_TARGET_KEY	int	Key to the QUEUE_TARGET dimension , describing the agent, agent group, place, or place group to which the task was assigned in a new (entered) workbin (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).
EXITED_QUEUE_KEY	int	Key to the QUEUE dimension , describing the queue from which the task exited (for DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).
EXITED_QUEUE_TARGET_KEY	int	Key to the QUEUE_TARGET dimension , describing the agent, agent group, place, or place group to which the task was assigned in a previous (exit) workbin (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).
CUSTOM_DIM_KEY	int	Key to the CUSTOM_DIM dimension .
WORK_TIME_SEC	int	Number of seconds that the agent worked on the task.

Field	Data Type	Description
HELD_TIME_SEC	int	Number of seconds that the task was in HELD state.
EVENT_INTERVAL	int	Time interval that is derived from the EVENT_DATE_KEY and EVENT_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 event fact.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension , identifying the ETL job that last updated this task event fact.
START_DATE_TIME_KEY	int	Key to the DATE_TIME dimension , identifying the 15-minute interval in which this record was created.