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# iWD Data Mart Reference Guide

iWD Dimension Tables

5/10/2025

# iWD Dimension Tables

Dimensions contain static or slowly changing information—as well as information that is used in lookups against the fact tables—and provide the basis for OLAP/cube queries. Dimensions in the iWD Data Mart are populated from one of three sources:

- Static values, such as time zone and date/time dimensions
- iWD Configuration, as defined in iWD Manager
- iWD task data

The iWD Data Mart defines the following dimensions:

- |                    |                      |                   |
|--------------------|----------------------|-------------------|
| • AGE              | • DISTRIBUTION_POINT | • RESULT_CODE     |
| • AGENT            | • EVENT_DATE         | • SKILL           |
| • BUSINESS_VALUE   | • EVENT_TIME         | • SOLUTION        |
| • CAPTURE_POINT    | • MEDIA_CHANNEL      | • SOURCE_PROCESS  |
| • CATEGORY         | • METRIC             | • SOURCE_TENANT   |
| • CUSTOM_DIM       | • PRIORITY           | • STATUS          |
| • CUSTOMER         | • PROCESS            | • TASK_EVENT_TYPE |
| • CUSTOMER_SEGMENT | • PRODUCT            | • TENANT          |
| • DATE_TIME        | • QUEUE              | • TIMEZONE        |
| • DEPARTMENT       | • QUEUE_TARGET       |                   |

The following dimensions store core task attributes:

- AGENT
- BUSINESS\_VALUE
- CAPTURE\_POINT
- CATEGORY
- DEPARTMENT
- DISTRIBUTION\_POINT
- EVENT\_DATE
- EVENT\_TIME
- MEDIA\_CHANNEL
- PRIORITY
- PROCESS

- SOLUTION
- TENANT

And, the following dimensions store extended task attributes:

- CUSTOMER
- CUSTOMER\_SEGMENT
- PRODUCT
- RESULT\_CODE
- SOURCE\_PROCESS
- SOURCE\_TENANT