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iWD Data Mart Reference Guide

Core Fact Tables

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Core Fact Tables

The iWD Data Mart contains the following groups of fine-grained facts:

- **TASK_FACT tables and views**
- **TASK_WORK_FACT tables and views**
- **TASK_EVENT_FACT tables and views**

Each group of facts includes intraday tables, historical tables, and blended views. Each entity within the group holds two types of fields:

- Foreign keys that join each of the table's records to appropriate values in dimension tables.
- Measures that provide individual facts about the tasks, such as the number of seconds that an agent worked on task.

Each section illustrates the star schemas, or subject areas, that support the core tables and views and provides a data dictionary that lists the data types of each column for the MySQL relational database management system (RDBMS).