

GENESYS

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iWD Data Mart Reference Guide

METRIC Dimension

5/10/2025

METRIC Dimension

Metrics are values that can be associated with a department or process. Metrics are set in iWD and are used to associate a value for evaluation against various attributes for reporting purposes (that is, "Cost per Task" set to \$0.50). This dimension contains the following fields:

Field	Data Type	Description
METRIC_KEY	int	Primary key of this table.
METRIC_CONFIG_ID	char(40)	iWD GAX Plug-in ID for the metric.
METRIC_CONFIG_EVENT_ID	int	ID of the event that created or updated the metric record.
METRIC_NAME	varchar(255)	Name of the metric as set in iWD.
METRIC_DESCRIPTION	varchar(255)	Description of what the metric represents as set in iWD.
METRIC_VALUE	varchar(255)	Metric value. It is incumbent on the report writer to perform any type conversion on this field.
TENANT_KEY	int	Key to the TENANT dimension.
SOLUTION_KEY	int	Key to the SOLUTION dimension
DEPARTMENT_KEY	int	Key to the DEPARTMENT dimension.
PROCESS_KEY	int	Key to the PROCESS dimension.
CREATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension, identifying the ETL job that created this record.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension, identifying the ETL job that last updated this record.
VALID_FROM	datetime	The date, in YYYY-M-D HH:MM:SS F format, from which this metric is valid.
VALID_TO	datetime	The date, in YYYY-M-D HH:MM:SS F format, until which this metric is valid.
VERSION	int	Version of the record.

The METRIC Dimension