Working with iWD Capture Points

iWD Task Data Model

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iWD Task Data Model

iWD supports a well-defined data model that allows task data within iWD to be mapped to the data model of the source system(s) with which iWD integrates. The purpose of the iWD task data model is to provide a way to unify disparate data models that may exist across multiple source systems and provide a common way to understand the data as it will appear in iWD business rules and iWD management views and reports. To accomplish this, iWD's data model separates task data into three types of attributes:

- Core attributes
- Extended attributes
- Custom attributes

Core attributes

Core attributes are used to describe the fundamental elements of a task in iWD. Generally, the value of each attribute is either set automatically by iWD through business rules, or provided by the source system through the capture point interface. (It is possible, however, to set and/or update attribute values in other ways such as directly from an employee desktop application, or from a Genesys routing strategy.) Table 1 lists the iWD core task attributes. The Direction column specifies In/Out when the attribute can be both set as part of a Submit Task or Update Task message or Out when the attribute cannot be set or updated directly in a capture point message, but is returned by the capture point when the source system issues a Get Task Info request.

Core Task Attribute	Direction
Activation Date/Time	In/Out
Assigned Date/Time	Out
Assigned to User	Out
Business Calendar ID	Out
Business Value	In/Out
Capture ID	In/Out
Category	In/Out
Channel	In/Out
Completed Date/Time	Out
Created Date/Time	In/Out
Department ID	Out
Due Date/Time	In/Out
Expiration Date/Time	In/Out
Held Date/Time	Out
Interaction ID	Out

Core Task Attribute	Direction
Media Type Channel	In/Out
Priority	In/Out
Process ID	In/Out
Queue	Out
Queue Target	Out
Queue Type	Out
Reprioritize Date/Time	Out
Solution ID	Out
Status	Out
Tenant ID	Out

Extended attributes

Extended attributes provide additional context about a task and can aid in customizing current-day and historical reporting. For example, use of several capture dates allows an organization to measure performance against the date and time at which work item was received by the source system or was submitted by the customer via a web form. The table below lists the iWD extended task attributes.

Extended attribute	Direction
Customer ID	In/Out
Customer Segment	In/Out
Product Type	In/Out
Product Subtype	In/Out
Requested Agent	In/Out
Requested Agent GroupExample	In/Out
Requested Place Group	In/Out
Requested Skill	In/Out
Result Code	In/Out
Source Created Date/Time	In/Out
Source Due Date/Time	In/Out
Source First Created Date/Time	In/Out
Source Process Type	In/Out
Source Process Subtype	In/Out
Source Tenant	In/Out

Custom attributes

Custom attributes enable you to customize additional task details. Custom attributes are key-value pairs that are generally provided by the source system. For example, a web form collecting data for an enterprise source system can contain several fields that might not be mapped to a core or extended attribute. Instead, they can be mapped to custom attributes. Custom attributes can be used in reporting, even as dimensions in the iWD Data Mart schema. As part of the planning process for an iWD deployment, the various data elements from the source systems must be mapped to the corresponding task attributes in iWD. In general, core and extended attributes are preferred over custom attributes, since the core and extended attributes are well supported for business rules, task management, and reporting, without any additional configuration.

Further Reading

- Working with Task Attributes and Properties in the iWD Deployment Guide contains detailed reference, mapping and configuration information for working with iWD task attributes and properties.