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iWD Data Mart Reference Guide

STATUS Dimension

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STATUS Dimension

The STATUS dimension is a static dimension that stores the status of an iWD task.

The STATUS Dimension

Field	Data Type	Description
STATUS_KEY	int	Primary key of this table.
STATUS_NAME	varchar(16)	<p>Name of the status of a task. One of the following values:</p> <ul style="list-style-type: none">• new—Newly created task awaiting processing.• rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department.• newheld—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value.• captured—Task has been classified by iWD, but not yet prioritized.• queued—Task has been processed and prioritized at least once.• distributed—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value.• canceled—Task has been canceled.• completed—Task has been completed.• errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When resumed, iWD attempts to process the task again.• held—Task is in a held state (either by user action or the system) and will not be

Field	Data Type	Description
		reprioritized until the task is resumed. <ul style="list-style-type: none">• assigned—Task has been assigned to an agent.
IS_FINAL	int	Indicates task finality: <ul style="list-style-type: none">• 0 indicates a task status other than Completed, Canceled, or Rejected.• 1 indicates a task status of Completed, Canceled, or Rejected.
IS_HELD	int	Indicates whether a task was held: <ul style="list-style-type: none">• 0 indicates a task status other than NewHeld, ErrorHeld, or Held.• 1 indicates a task status of NewHeld, ErrorHeld, or Held.