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iWD Data Mart Reference Guide

iWD Dimension Tables

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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 GAX Plug-in
- 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