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
- AGENT
- BUSINESS_VALUE
- CAPTURE_POINT
- CATEGORY
- CUSTOM_DIM
- CUSTOMER
- CUSTOMER_SEGMENT
- DATE_TIME
- DEPARTMENT

- DISTRIBUTION_POINT
- EVENT_DATE
- EVENT_TIME
- MEDIA_CHANNEL
- METRIC
- PRIORITY
- PROCESS
- PRODUCT
- QUEUE
- QUEUE_TARGET

- RESULT_CODE
- SKILL
- SOLUTION
- SOURCE_PROCESS
- SOURCE_TENANT
- STATUS
- TASK_EVENT_TYPE
- TENANT
- TIMEZONE

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