iWD Data Mart Reference Guide

Bus Matrices

12/14/2025

Bus Matrices

The following 'bus matrix' illustrates how iWD Data Mart aggregate fact tables and dimension tables interrelate.

iWD Aggregates	Dimensions																	Measures													
	Agent	Business Value	Category	Customer	Customer Segment	Interval Date	Interval Time	Media Channel	Priority	Product	Queue	Result Code	Source Process	Source Tenant	Capture Point	Custom Dim	Process	Total New Tasks	Total Completed Tasks	Total Completed Overdue	Total Pending Tasks	Total Overdue Tasks	Task Work Count	Avg Task Work Time	Avg Assign Time	Avg Complete Time	Avg Source Create Time	Avg Source First Create Time	Min Work Time	Max Work Time	Total Entered Tasks	Total Exited Tasks
Agent	✓				✓	✓					✓	✓			✓	✓								✓	✓					✓	✓	✓
Capture		✓			✓	✓									✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓				
Classification		✓		✓	✓	✓	✓		✓				✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓				
Queue					✓	✓		✓			✓				✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓				✓	✓

The following bus matrix demonstrates how iWD Data Mart core fact tables and dimension tables interrelate.

iWD Core Facts	Dimensions																													
	Age	Agent	Business Value	Capture Point	Category	Custom Dim	Customer	Customer Segment	Date/Time	Department	Distribution Point	ETL Audit	ETL Custom Map	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
I_/H_TASK_FACT	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
I_/H_TASK_WORK_FACT	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓		✓		✓	✓	✓			✓			
I_/H_TASK_EVENT_FACT	✓	✓			✓			✓	✓	✓	✓		✓	✓		✓	✓		✓	✓	✓		✓		✓	✓	✓				