

## **GENESYS**

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## iWD Data Mart Reference Guide

**Bus Matrices** 

## Bus Matrices

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

|                   | Dimensions |                |          |          |                  |               |               |               |          |         |       |             |                |               | Measures      |            |         |                 |        |                       |                         |                     |                     |                 |                    |                 |                   |                        |                              |               |               |                     |                    |
|-------------------|------------|----------------|----------|----------|------------------|---------------|---------------|---------------|----------|---------|-------|-------------|----------------|---------------|---------------|------------|---------|-----------------|--------|-----------------------|-------------------------|---------------------|---------------------|-----------------|--------------------|-----------------|-------------------|------------------------|------------------------------|---------------|---------------|---------------------|--------------------|
| iWD<br>Aggregates | 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 Toeke | L done | lotal Completed Lasks | 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             | 1          |                |          |          |                  | 1             | 1             |               |          |         | 1     | 1           |                |               |               | 1          | 1       |                 |        |                       |                         |                     |                     | 1               | 1                  |                 |                   |                        |                              | 1             | 1             |                     |                    |
| Capture           |            | 1              |          |          |                  | ,             | 1             |               |          |         |       |             |                |               | 1             | 1          | ,       | •               | ,      | /                     | 1                       | 1                   | 1                   |                 | 1                  | 1               | 1                 | 7                      | -                            |               |               |                     |                    |
| Classification    |            |                | ,        |          | ,                |               | 1             | ,             |          | 1       |       |             | 1              | 1             |               | /          | 1       |                 | ,      | /                     | 1                       | 1                   | /                   |                 | 1                  | 1               | 1                 | ,                      | 1                            |               |               |                     |                    |
| Queue             |            |                |          |          |                  | ,             | ,             |               | 1        |         | ,     |             |                |               |               | ,          | ,       | -               |        | ,                     | ,                       | ,                   | ,                   |                 | ,                  | ,               | ,                 | ,                      | ,                            | ļ             |               | 1                   | ,                  |

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

|                      | Dimensions |       |                |               |          |            |          |                  |           |            |                    |           |                |            |            |               |        |          |         |         |       |              |             |       |          |                |               |        |                 |        |          |
|----------------------|------------|-------|----------------|---------------|----------|------------|----------|------------------|-----------|------------|--------------------|-----------|----------------|------------|------------|---------------|--------|----------|---------|---------|-------|--------------|-------------|-------|----------|----------------|---------------|--------|-----------------|--------|----------|
| iWD Core Facts       | 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       | -          | 1     | 1              | 1             | 1        | 1          | 1        | 1                | 1         | 1          | 1                  | 1         | 1              | 1          | 1          | 1             | 1      | 1        | 1       | 1       | 1     | 1            | 1           | 1     | 1        | 1              | 1             | 1      |                 | 1      | 1        |
| I_/H_TASK_WORK_FACT  |            | 1     |                | 1             | 1        | 1          | 1        | 1                | 1         | 1          | 1                  | 1         |                | 1          | 1          |               |        | 1        | 1       | 1       | 1     |              | 1           |       | 1        | 1              | 1             |        |                 | 1      |          |
| I_/H_TASK_EVENT_FACT | 1          | 1     | 1              |               |          | 1          |          |                  | 1         | 1          | 1                  | 1         |                | 1          | 1          |               |        | 1        | /       |         | 1     | 1            | 1           |       | 1        | -              | 1             | 1      | 1               |        |          |