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iWD Data Mart Reference Guide

INTERACTION_TYPE Dimension

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INTERACTION_TYPE Dimension

The INTERACTION_TYPE Dimension describes facts based on interaction type, such as Inbound, Outbound, or Unknown.

The INTERACTION_TYPE Dimension

Field	Data Type	Description
INTERACTION_TYPE_KEY	int	Primary key of this table.
INTERACTION_TYPE_NAME	nvarchar(255)	The interaction type. This field is set to one of the following values: <ul style="list-style-type: none">• Unknown• Inbound• Outbound
INTERACTION_TYPE_SUBTYPE	nvarchar(255)	The interaction subtype. For Inbound interaction type, the following will most likely be seen: <ul style="list-style-type: none">• InboundNew• InboundCustomerReply For Outbound interaction type: <ul style="list-style-type: none">• OutboundNew• OutboundReply• OutboundAcknowledgement• OutboundAutoResponse• OutboundCollaborationInvite• OutboundRedirect
CREATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension identifying the ETL job that created this record.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension, identifying the ETL job that last updated this record.