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# iWD Data Mart Reference Guide

STATUS Dimension

5/9/2025

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## STATUS Dimension

The STATUS dimension is a static dimension that stores the status of an iWD task.

**The STATUS Dimension**

Field	Data Type	Description
STATUS_KEY	int	Primary key of this table.
STATUS_NAME	nvarchar(16)	<p>Name of the status of a task. One of the following values:</p> <ul style="list-style-type: none"><li>• new—Newly created task awaiting processing.</li><li>• rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department.</li><li>• newheld—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value.</li><li>• captured—Task has been classified by iWD, but not yet prioritized.</li><li>• queued—Task has been processed and prioritized at least once.</li><li>• distributed—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value.</li><li>• canceled—Task has been canceled.</li><li>• completed—Task has been completed.</li><li>• errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When resumed, iWD attempts to process the task again.</li><li>• held—Task is in a held state (either by user action or the system) and will not be</li></ul>

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Field	Data Type	Description
		reprioritized until the task is resumed. <ul style="list-style-type: none"><li>• assigned—Task has been assigned to an agent.</li></ul>
IS_FINAL	int	Indicates task finality: <ul style="list-style-type: none"><li>• 0 indicates a task status other than Completed, Canceled, or Rejected.</li><li>• 1 indicates a task status of Completed, Canceled, or Rejected.</li></ul>
IS_HELD	int	Indicates whether a task was held: <ul style="list-style-type: none"><li>• 0 indicates a task status other than NewHeld, ErrorHeld, or Held.</li><li>• 1 indicates a task status of NewHeld, ErrorHeld, or Held.</li></ul>