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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 | • EVENT_DATE | • QUEUE_TARGET |
| • AGENT | • EVENT_TIME | • RESULT_CODE |
| • BUSINESS_VALUE | • INTERACTION_TYPE | • SKILL |
| • CAPTURE_POINT | • MEDIA_CHANNEL | • SOLUTION |
| • CATEGORY | • MEDIA_TYPE | • SOURCE_PROCESS |
| • CUSTOM_DIM | • METRIC | • SOURCE_TENANT |
| • CUSTOMER | • PRIORITY | • STATUS |
| • CUSTOMER_SEGMENT | • PROCESS | • TASK_EVENT_TYPE |
| • DATE_TIME | • PRODUCT | • TENANT |
| • DEPARTMENT | • QUEUE | • TIMEZONE |

The following dimensions store core task attributes:

- | | |
|------------------|--------------------|
| • AGENT | • INTERACTION_TYPE |
| • BUSINESS_VALUE | • MEDIA_CHANNEL |
| • CAPTURE_POINT | • MEDIA_TYPE |
| • CATEGORY | • PRIORITY |
| • DEPARTMENT | • PROCESS |
| • EVENT_DATE | • SOLUTION |
| • EVENT_TIME | • TENANT |

And, the following dimensions store extended task attributes:

- CUSTOMER

- CUSTOMER_SEGMENT
- PRODUCT
- RESULT_CODE
- SOURCE_PROCESS
- SOURCE_TENANT