iWD Data Mart Reference Guide

EMAIL_FACT Tables

5/9/2025

EMAIL_FACT Tables

These internal tables are reserved for future use:

- I_EMAIL_FACT—Intraday data table
- H_EMAIL_FACT—Historical data table
- EMAIL_FACT—Blended view of historical and intraday data

Field	Data Type	Description
INTERACTION_ID	nvarchar(64)	The Interaction ID, unique within a single Interaction Server database. In the I_EMAIL_FACT table, this field serves as the primary key of the table. In the H_EMAIL_FACT table, this field serves as the primary key together with the LAST_TASK_EVENT_ID field.
LAST_TASK_EVENT_ID	bigint	Unique identifier for the last event that is associated with the task. Together with INTERACTION_ID, this field serves as the primary key of the H_EMAIL_FACT table.
SOLUTION_KEY	int	Key to the SOLUTION dimension, describing the solution instance of the task (as configured in iWD GAX Plug-in)—for example, Production versus Test. A solution is assigned as soon as a task is created in the Interaction Server database. A tenant can have more than one solution instance.
TENANT_KEY	int	Key to the TENANT dimension, describing the tenant of the task (as configured in iWD GAX Plug-in). A tenant is assigned as soon as a task is created in the Interaction Server database.
DEPARTMENT_KEY	int	Key to the DEPARTMENT dimension, identifying the department that is associated with the task.
PROCESS_KEY	int	Key to the PROCESS dimension, identifying the parent iWD business process of the task.
MEDIA_TYPE_KEY	int	Key to the MEDIA_TYPE dimension, identifying a media

Field	Data Type	Description
		type, such as work item, or email.
INTERACTION_TYPE_KEY	int	Key to the INTERACTION_TYPE dimension, identifying an interaction type and subtype.
QA_REVIEW_DISP_CODE_KEY	int	Key to the QA_REVIEW_DISP_CODE dimension, identifying a disposition code set during QA review.
CUSTOM_DIM_KEY	int	Key to the CUSTOM_DIM dimension containing five additional attributes (beyond those that are listed below) that can be used to dimension a task.
IS_QA_REVIEW	int	Indicates whether the email had a QA review: 0 = No, 1 = Yes.
IS_STANDARD_RESPONSE	int	Indicates whether the email answered with standard response: 0 = No, 1 = Yes.
FROM_ADDRESS	nvarchar(255)	From email address.
TO_ADDRESSES	nvarchar(1024)	To email addresses.
CC_ADDRESSES	nvarchar(1024)	Email addresses in CC.
CURRENT_STATUS_KEY	int	Key to the STATUS dimension, describing the current status of the task.
LAST_QA_REVIEW_EMPLOYEE_KEY	int	Key to the AGENT dimension, identifying the last agent who reviewed the task.
PARENT_INTERACTION_ID	nvarchar(64)	ID to the parent email interaction, If there was one.
COMPLETED_DATE_KEY	int	Key to the EVENT_DATE dimension, describing the task completion date.
COMPLETED_TIME_KEY	int	Key to the EVENT_TIME dimension, describing the task completion time.
COMPLETED_INTERVAL	int	Time interval that is derived from the COMPLETED_DATE_KEY and COMPLETED_TIME_KEY fields. Used for ETL scripts.
COMPLETED_TS	int	Timestamp for the iWD task's completed date and time. Used for ETL scripts.
CREATED_INTERVAL	int	Time interval that is derived from the CREATED_DATE_KEY and CREATED_TIME_KEY fields. Used for ETL scripts.

Field	Data Type	Description
STOPPED_DATE_KEY	int	Key to the EVENT_DATE dimension, describing the date on which the task was stopped.
CREATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension, identifying the ETL job that created this task fact.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension, identifying the ETL job that last updated this task fact.