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Workforce Management ETL Database Reference

Workforce Management 8.5 ETL Database Reference

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Welcome to the Workforce Management (WFM) ETL Database Reference. This reference describes the tables that make up the Extract, Transform, and Load (ETL) schema that enables Genesys Interactive Insights and other third party applications to use Workforce Management data to design and create reports.

The information in this reference is valid for the 8.5 release of this product.

Orientation

Find information that provides an overview of ETL Database schema.

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[Preface](#)

[Abbreviations](#)

New in This Release

Find out what is new in each 8.5 release.

[New in This Release](#)

Dimension and Fact Tables

Find information about the types of Dimension and Fact tables.

[Dimension Tables](#)

[Fact Tables](#)

More Tables and Queries

Find information about other table types and queries samples.

[Service & Control Tables](#)

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