Workforce Management ETL Database Reference

Document Change History

5/6/2025

Contents

Document Change History

This topic summarizes the document change history, describing what is new or has changed significantly in the specified version of this Workforce Management (WFM) ETL Database Reference.

Document Version 8.5.218

- A new subsection Purging terminated agents was added to describe how the ACTIVE_FLAG setting affects the retention of terminated agents in the WFM Database and the WFM ETL Database.

Document Version 8.5.216

- A new column named IANA_TIMEZONE was added to the WFM_BU and WFM_SITE Dimension tables and a new paragraph When to use IANA time zones was added to describe when/how WFM supports the standard IANA time zone.

Document Version 8.5.214

- The Overview was updated to include information about the CTL_ETL_HISTORY and CTL_AUDIT_LOG tables.
- A new page Service and Control Tables was added to describe the CTL_ETL_HISTORY and CTL_AUDIT_LOG tables.

Document Version 8.5.212

- The WFM_PERF_ITEM_DAY and WFM_PERF_ITEM_TIMESTEP Fact tables have been updated to show the WFM_PERF_ITEM_VALUE parameter as optional (no longer mandatory).
- The description of the WFM_ACTUAL_WORK_DURATION parameter in the WFM_ADH_AGENT_DAY and WFM_ADH_AGENT_TIMESTEP Fact tables has been updated to provide clarity.

Document Version 8.5.207

- Parameters were added to the table of purge procedures in the topic Purging Procedures and Parameters.
- A subtopic Frequently Asked Questions About Purging ETL Database was added to the topic "Purging Procedures and Parameters".
- An extended description was added to describe the PURGE_FLAG where mentioned in Dimension or Fact tables.

Document Version 8.5.203

- The Abbreviation of Database Terms page is now a sub topic of the Preface page.

Document Version 8.5.202

- Two new columns WM_HOURLY_WAGE and WM_SENIORITY were added to the WFM_AGENT Dimension table.

Document Version 8.5.201

- The topic Purging the Database was added.

Document Version 8.5.101

- The Document Change History page was added.
- The New in This Release topic was removed from this guide. New in this release information is now found on the Workforce Management landing page. See the Workforce Management 8.5 Release Information.
- A new WFM_BU_KEY was added to the WFM_AGENTS Dimension table together with a description of this key.

Document Version 8.5.001

This is the initial version of this document.