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 reporting applications to use Genesys WFM data to design and create custom reports.

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

Orientation

Find overview and document change information.

Overview

Document Change History

Abbreviations

Dimension, Fact, and Purging Tables

Find information about these types of tables.

Dimension Tables

Fact Tables

Purging

More Tables and Queries

Find information about other types of tables and queries samples.

Service & Control Tables

Referred Genesys Info Mart Tables

Example of Queries