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Genesys Info Mart Physical Data Model for an Oracle Database

Table WORKBIN

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Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the WORKBIN_TYPE_CODE column modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the type and owner of the workbin instance that was associated with a particular mediation segment. (Refer to [Workbin Instance](#) in the *Genesys Info Mart Deployment Guide* for the definition of *workbin instance*.)

A new row is created the first time that any interaction that is owned by a particular resource is placed into a particular Workbin object that has been defined in the Configuration Layer—in other words, the first time that a particular workbin instance is created.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

| Column | Data Type | P | M | F | DV |
|-----------------------------|------------|---|---|---|----|
| WORKBIN_KEY | NUMBER(10) | X | X | | |

Table WORKBIN

| Column | Data Type | P | M | F | DV |
|----------------------|----------------------|---|---|---|----|
| WORKBIN_TYPE | NUMBER(1) | | X | | |
| WORKBIN_TYPE_CODE | VARCHAR2(32 CHAR) | | X | | |
| WORKBIN_RESOURCE_KEY | NUMBER(10) | | X | X | |
| OWNER_KEY | NUMBER(10) | | X | X | |
| CREATE_AUDIT_KEY | NUMBER(19) | | X | X | |
| UPDATE_AUDIT_KEY | NUMBER(19) | | X | X | |

WORKBIN_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the MSF table.

WORKBIN_TYPE

The type of workbin. This field is set to one of the following values:

- 1 (Agent)
- 2 (Place)
- 3 (AgentGroup)
- 4 (PlaceGroup)

WORKBIN_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The code of the workbin type. This field is set to one of the following values:

- AGENT
- PLACE
- AGENTGROUP
- PLACEGROUP

WORKBIN_RESOURCE_KEY

The surrogate key that is used to reference a workbin record in the RESOURCE_ table, to identify the specific Interaction Workbin of which this workbin is an instance.

OWNER_KEY

The surrogate key that is used to reference one of the following, to identify the owner of the workbin instance:

- If the type of workbin is Agent, an agent record in the RESOURCE_ table
- If the type of workbin is Place, a place record in the PLACE_ view
- If the type of workbin is AgentGroup or PlaceGroup, a group record in the GROUP_ view

CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- **Mediation_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.