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iWD Data Mart Reference Guide

QUEUE_TARGET Dimension

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A queue target represents the destination object where a task was distributed. The QUEUE_TARGET dimension stores this information.

The QUEUE_TARGET Dimension

Field	Data Type	Description
QUEUE_TARGET_KEY	int	Primary key of this table.
QUEUE_TARGET_TYPE	varchar(255)	Type of the queue; one of the following: - InteractionQueue - AgentWorkbin - AgentGroupWorkbin - PlaceWorkbin - PlaceGroupWorkbin
QUEUE_TARGET_NAME	varchar(255)	Workbin name of the agent, agent group, place, or place group or the name of the interaction queue.
CREATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension , identifying the ETL job that created this record.
UPDATED_ETL_AUDIT_KEY	int	Key to the ETL_AUDIT dimension , identifying the ETL job that last updated this record.