



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

iWD Data Mart Reference Guide

IWD Data Mart Schema

12/19/2025

IWD Data Mart Schema

Contents

- [1 IWD Data Mart Schema](#)
 - [1.1 Schema Contents](#)
 - [1.2 iWD Tables](#)
 - [1.3 Star Schemas](#)

The Genesys iWD Data Mart is a relational database designed around a star schema model. This particular type of multi-dimensional model is simplistic requiring relatively simple queries using joins and conditions that involve only one **fact table** and a single level of **dimension tables** in order to build reports.

Schema Contents

iWD Data Mart schema comprises the following:

- **Fact tables**
 - **Core tables**
 - **Aggregation tables**
- **Dimension tables**
- **System tables**
- **iWD views**
- **Indexes**

A **Bus Matrix** illustrates how fact and dimension tables interrelate.

iWD Tables

- iWD Data Mart is supported on the following RDBMSs:
 - Microsoft SQL
 - MySQL
 - Oracle

Refer to the *Supported Operating Environment Reference Manual* for the exact supported version. Field data types, however, are only presented for MySQL in the table descriptions on this Wiki.

- All date and time keys are recorded in the time zone that is configured for the Kettle ETL Service. By default, this time zone is Universal Coordinated Time (UTC) (when no time zone is configured).
- PK in the column headers of the tables stands for Primary Key.

Star Schemas

- The **ETL_AUDIT dimension**, which logs execution details about the Data Mart jobs that populate all fact tables, is part of all star schemas, but, for simplicity, is excluded from all illustrations in this document.

- A few of the dimensions, such as **EVENT_DATE** and **EVENT_TIME**, in the illustrations depicting star schemas share the same physical space within the graphic. In actuality though, they represent two separate and independent dimensions. This space sharing was necessary only to simplify the illustrations.
- The star schema illustrations depict only one join between facts and dimensions where more than one join may exist. Refer to the table and field descriptions for a more accurate assessment of table interrelationships.