iWD Data Mart Reference Guide

QUEUE Dimension

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QUEUE Dimension

The QUEUE dimension describes queues and workbins in the Genesys Interaction Server.

The QUEUE Dimension

Field	Data Type	Description
QUEUE_KEY	int	Primary key of this table.
QUEUE_TYPE	varchar(255)	Type of the distribution queue; one of the following: • InteractionQueue • AgentWorkbin • AgentGroupWorkbin • PlaceWorkbin • PlaceGroupWorkbin
QUEUE_NAME	varchar(255)	Descriptive name of the Interaction queue or workbin.
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.