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iWD Data Mart Reference Guide

STATUS Dimension

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STATUS Dimension

The STATUS dimension is a static dimension that stores the status of an iWD task.

The STATUS Dimension

Field	Data Type	Description
STATUS_KEY	int	Primary key of this table.
STATUS_NAME	varchar(16)	Name of the status of a task. One of the following values: • new—Newly created task awaiting processing. • rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department. • newheld—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value. • captured—Task has been classified by iWD, but not yet prioritized. • queued—Task has been processed and prioritized at least once. • distributed—This value is retained only for backward compatibility. iWD 8.0+ does not generate this value. • canceled—Task has been canceled. • completed—Task has been completed. • errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When resumed, iWD attempts to process the task again. • held—Task is in a held state (either by user action or the system) and will not be

Field	Data Type	Description
		reprioritized until the task is resumed. • assigned—Task has been assigned to an agent.
IS_FINAL	int	Indicates task finality: • 0 indicates a task status other than Completed, Canceled, or Rejected. • 1 indicates a task status of Completed, Canceled, or Rejected.
IS_HELD	int	Indicates whether a task was held: • 0 indicates a task status other than NewHeld, ErrorHeld, or Held. • 1 indicates a task status of NewHeld, ErrorHeld, or Held.