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# iWD Data Mart Reference Guide

TASK\_EVENT\_FACT Tables

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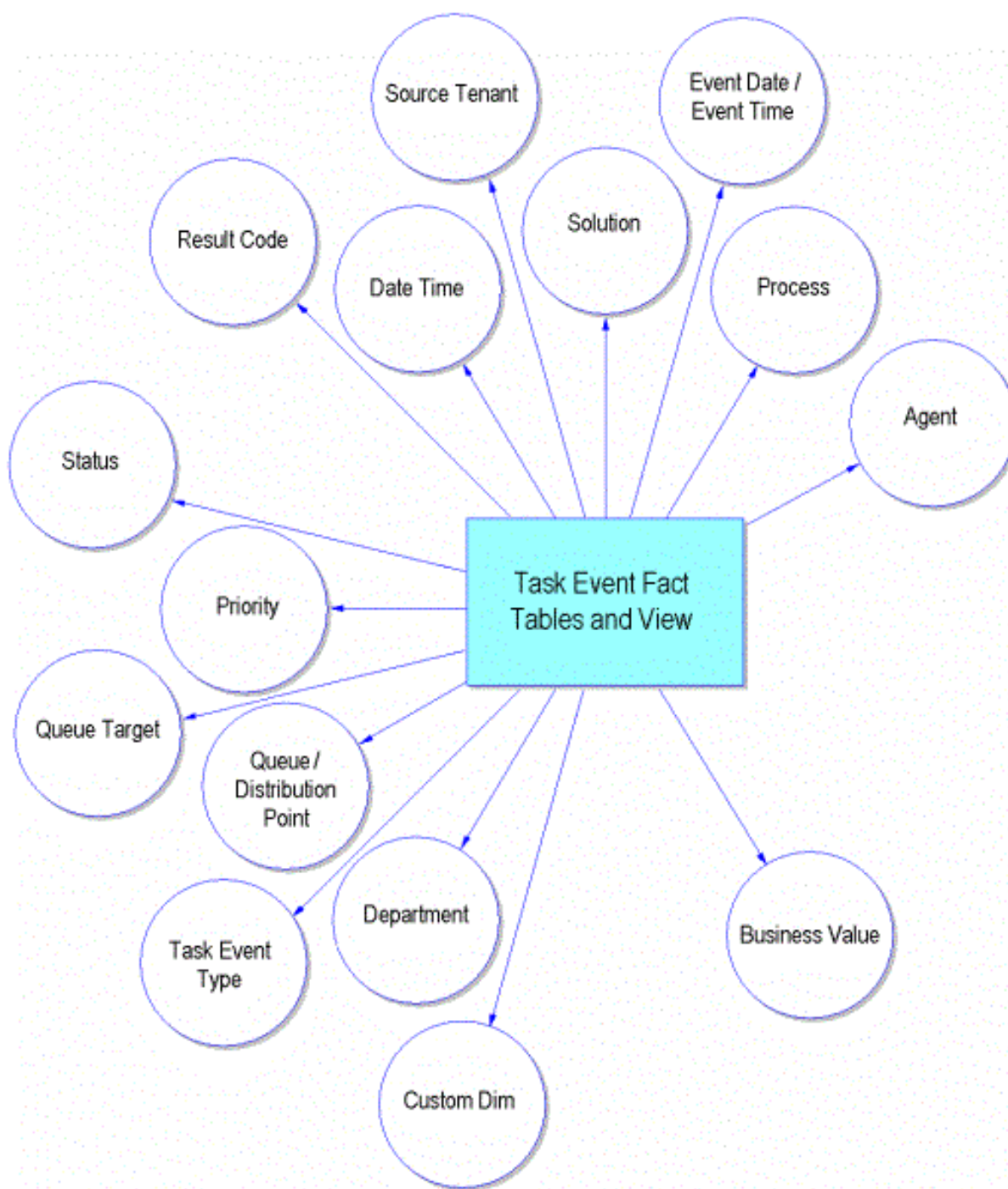
## TASK\_EVENT\_FACT Tables

A *task event* provides detailed audit information about a task. The creation, update, hold, resumption, cancelation, and completion of each task in iWD Manager generates an audit event in the Interaction Server Event Log database. When a task is assigned to an iWD process, for example, an audit event record stores the date and time at which the event occurred to the I\_TASK\_EVENT\_FACT table. Certain Interaction Server-generated events also are transformed into task event facts. You can see these events in the iWD Manager history view.

In the iWD Data Mart, you access task event facts through the following database objects:

- I\_TASK\_EVENT\_FACT—Intraday data table
- H\_TASK\_EVENT\_FACT—Historical data table
- TASK\_EVENT\_FACT—Blended view of historical and intraday data

The dimensions that support the iWD task event fact tables and views are shown in the TASK\_EVENT\_FACT star schema below. The fields, data types, and descriptions of each column of the TASK\_EVENT\_FACT intraday and historical tables follow.



The I/H\_TASK\_EVENT\_FACT Tables

| Field         | Data Type | Description                                                                                           |
|---------------|-----------|-------------------------------------------------------------------------------------------------------|
| TASK_EVENT_ID | int       | Unique ID for the event. This field, together with SOLUTION_KEY, forms the primary key of this table. |

| Field                  | Data Type   | Description                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SOLUTION_KEY           | int         | Key to the <b>SOLUTION dimension</b> , describing the solution instance of the task (as configured in iWD GAX Plug-in)—for example, Production versus Test. A solution is assigned as soon as a task is created in the Interaction Server database. A tenant can have more than one solution instance. This field, together with TASK_EVENT_ID, forms the primary key of this table. |
| CAPTURE_ID             | varchar(64) | Capture ID for the task, assigned by the source system. This field is a core task attribute.                                                                                                                                                                                                                                                                                         |
| INTERACTION_ID         | varchar(64) | Interaction ID. This field is unique within a single Interaction Server database.                                                                                                                                                                                                                                                                                                    |
| TASK_EVENT_TYPE_KEY    | int         | Key to the <b>TASK_EVENT_TYPE dimension</b> . Event types are iWD event types, such as RULE_APPLIED. You can view event types in the task history in iWD Manager.                                                                                                                                                                                                                    |
| DISTRIBUTION_POINT_KEY | int         | Key to the <b>DISTRIBUTION_POINT dimension</b> , identifying the object from which this task was sent on for completion—for example, name = Toronto Call Center.                                                                                                                                                                                                                     |
| EVENT_DATE_KEY         | int         | Key to the <b>EVENT_DATE dimension</b> , identifying the date on which the event occurred.                                                                                                                                                                                                                                                                                           |
| EVENT_TIME_KEY         | int         | Key to the <b>EVENT_TIME dimension</b> , identifying the time at which the event occurred.                                                                                                                                                                                                                                                                                           |
| STATUS_KEY             | int         | Key to the <b>STATUS dimension</b> .                                                                                                                                                                                                                                                                                                                                                 |
| ACTIVATION_DATE_KEY    | int         | Key to the <b>EVENT_DATE dimension</b> , describing the activation date of the iWD task. Tasks can be submitted and not acted upon until this date.                                                                                                                                                                                                                                  |
| ACTIVATION_TIME_KEY    | int         | Key to the <b>EVENT_TIME dimension</b> , describing the activation time of the iWD task.                                                                                                                                                                                                                                                                                             |
| DUE_DATE_KEY           | int         | Key to the <b>EVENT_DATE dimension</b> , describing the due date of the iWD task (as set by iWD rules or by the source system).                                                                                                                                                                                                                                                      |
| DUE_TIME_KEY           | int         | Key to the <b>EVENT_TIME dimension</b> .                                                                                                                                                                                                                                                                                                                                             |

| Field                    | Data Type | Description                                                                                                                                                                                                                    |
|--------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          |           | <b>dimension</b> , describing the due time of the iWD task.                                                                                                                                                                    |
| BUSINESS_VALUE_KEY       | int       | Key to the <b>BUSINESS_VALUE dimension</b> .                                                                                                                                                                                   |
| PRIORITY_KEY             | int       | Key to the <b>PRIORITY dimension</b> .                                                                                                                                                                                         |
| ASSIGNED_AGENT_KEY       | int       | Key to the <b>AGENT dimension</b> , describing the agent to whom the task was assigned when the event record resulted in a task assignment to an agent.                                                                        |
| RESULT_CODE_KEY          | int       | Key to the <b>RESULT_CODE dimension</b> when the event is an update of a result code from the agent or source system.                                                                                                          |
| DEPARTMENT_KEY           | int       | Key to the <b>DEPARTMENT dimension</b> , describing the iWD department.                                                                                                                                                        |
| PROCESS_KEY              | int       | Key to the <b>PROCESS dimension</b> , describing the iWD process.                                                                                                                                                              |
| ENTERED_QUEUE_KEY        | int       | Key to the <b>QUEUE dimension</b> , describing the queue into which the task entered (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).                                                                            |
| ENTERED_QUEUE_TARGET_KEY | int       | Key to the <b>QUEUE_TARGET dimension</b> , describing the agent, agent group, place, or place group to which the task was assigned in a new (entered) workbin (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).   |
| EXITED_QUEUE_KEY         | int       | Key to the <b>QUEUE dimension</b> , describing the queue from which the task exited (for DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types).                                                                                 |
| EXITED_QUEUE_TARGET_KEY  | int       | Key to the <b>QUEUE_TARGET dimension</b> , describing the agent, agent group, place, or place group to which the task was assigned in a previous (exit) workbin (for the DISTRIBUTE_WORKBIN and DISTRIBUTE_QUEUE event types). |
| CUSTOM_DIM_KEY           | int       | Key to the <b>CUSTOM_DIM dimension</b> .                                                                                                                                                                                       |
| WORK_TIME_SEC            | int       | Number of seconds that the agent worked on the task.                                                                                                                                                                           |

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| Field                 | Data Type | Description                                                                                                  |
|-----------------------|-----------|--------------------------------------------------------------------------------------------------------------|
| HELD_TIME_SEC         | int       | Number of seconds that the task was in HELD state.                                                           |
| EVENT_INTERVAL        | int       | Time interval that is derived from the EVENT_DATE_KEY and EVENT_TIME_KEY fields. Used for ETL scripts.       |
| CREATED_ETL_AUDIT_KEY | int       | Key to the <b>ETL_AUDIT dimension</b> , identifying the ETL job that created this task event fact.           |
| UPDATED_ETL_AUDIT_KEY | int       | Key to the <b>ETL_AUDIT dimension</b> , identifying the ETL job that last updated this task event fact.      |
| START_DATE_TIME_KEY   | int       | Key to the <b>DATE_TIME dimension</b> , identifying the 15-minute interval in which this record was created. |