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Workforce Management ETL Database Reference

Workforce Management 8.5 ETL Database Reference

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Welcome to the Workforce Management (WFM) ETL Database Reference. This reference describes the tables that make up the Extract, Transform, and Load (ETL) schema that enables Genesys Interactive Insights and other third party reporting applications to use Genesys WFM data to design and create custom reports.

The information in this reference is valid for the 8.5 release of this product.

Orientation

Find overview and document change information.

[Overview](#)

[Document Change History](#)

[Abbreviations](#)

Dimension, Fact, and Purging Tables

Find information about these types of tables.

[Dimension Tables](#)

[Fact Tables](#)

[Purging](#)

More Tables and Queries

Find information about other types of tables and queries samples.

[Service & Control Tables](#)

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