Workforce Management ETL Database Reference

Overview

2/6/2026

Contents

- Administrator

Get a summary of the contents of the database tables in the WFM ETL Database schema.

Related documentation:
-

The Workforce Management (WFM) ETL Database schema contains Dimension, Fact, Service and Control, and Referred Info Mart tables.

The Dimension tables correspond to the WFM Organization, Configuration, and Policy objects, and provide sorting, grouping, and filtering capabilities for reports. The Fact tables contain Adherence, Performance, and Schedule information and can be sorted, grouped, and filtered by dimensions.

The ETL database script includes database-stored procedures that enable automated purging of the WFM ETL database.

This reference contains detailed descriptions of these tables (summarized in this topic), and examples of queries that can be run on the data.

Dimension tables

The WFM ETL process uses the following three types of Dimension tables:

1. **General** tables include:
   - WFM_BU—Business unit descriptive information
   - WFM_SITE—Site descriptive information
   - WFM_TEAM—Team descriptive information
   - WFM_AGENT—Agent descriptive information
   - WFM_ACTIVITY_TYPE—Activity types
   - WFM_ACTIVITY—Activity descriptive information

2. **Schedule** tables include:
   - WFM_SSG_TYPE—Schedule State Group types
   - WFM_SSG—Schedule State Group descriptive information
   - WFM_STATE_TYPE—Schedule state types
   - WFM_STATE—Schedule state descriptive information

3. **Performance** tables include:
   - WFM_PERF_ITEM—Performance statistics

See the Dimension tables in detail.

Fact tables

The Fact tables provide the following data:

- Agent/team/site adherence totals aggregates for the calendar day and for the 15-minute interval
- Agent/team/site schedule totals aggregates for the schedule day and for the 15-minute interval
- Agent schedule states
- Schedule state and Schedule State Group (SSG) duration aggregates for the 15-minute interval
- Numerous activity (single-site, multi-site, Activity Group) and site performance statistics aggregates for the calendar day and for the 15-minute interval

The WFM ETL process uses the following three types of Fact tables:

1. **Adherence** tables inlcude:
   - `WFM_ADH_AGENT_DAY`—Aggregate of the agent adherence information for 24-hour days
   - `WFM_ADH_AGENT_TIMESTEP`—Aggregate of the agent adherence for 15-minute intervals
2. **Schedule** tables include:
   - `WFM_SCH_AGENT_DAY`—Agent schedule day information
   - `WFM_SCH_AGENT_TIMESTEP`—Aggregate of agent's schedule totals for 15-minute intervals
   - `WFM_SCH_AGENT_STATE`—Agent Schedule state information
   - `WFM_SCH_AGENT_STATE_TIMESTEP`—Aggregate of schedule state duration for 15-minute intervals
3. **Performance** tables include:
   - `WFM_PERF_ITEM_DAY`—Performance statistics in 24-hour day granularity
   - `WFM_PERF_ITEM_TIMESTEP`—Performance statistics in 15-minute granularity

See the Fact tables in detail.

Service and Control tables

The WFM ETL process uses the following Service and Control tables:

- `WM_DB_VERSION`—Internal version table
- `CTL_ETL_HISTORY`—Parallels the `CTL_ETL_HISTORY` table in the Genesys Info Mart database
- `CTL_AUDIT_LOG`—Parallels the `CTL_AUDIT_LOG` table in the Genesys Info Mart database

See the Service and Control tables in detail.

Referred Genesys Info Mart tables

The WFM ETL process uses the following six referred Info Mart tables:

1. CTL_AUDIT_LOG
2. DATE_TIME
3. TIME_ZONE
4. GIDB_GC_TENANT
5. GIDB_GC_SWITCH
6. GIDB_GC_AGENT

Query examples

The WFM ETL process uses the following three categories of ETL query examples:

1. Adherence queries
2. Schedule queries
3. Performance statistics queries

See the Query examples in detail.