



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workforce Management ETL Database Reference

Service and Control tables

9/14/2025

---

## Contents

- 1 CTL\_ETL\_HISTORY
- 2 CTL\_AUDIT\_LOG
- 3 More information

- 
- Administrator

Find information about the Service and Control tables used in the Workforce Management (WFM) ETL Database schema.

### **Related documentation:**

- 

Only the Service and Control tables in the Workforce Management (WFM) ETL Database schema that are relevant for customer use are described here. Other Service and Control tables (for example, WM\_DB\_VERSION) are internal tables and not relevant for customer use.

## CTL\_ETL\_HISTORY

The CTL\_ETL\_HISTORY table in the WFM ETL Database schema parallels the CTL\_ETL\_HISTORY table in the Genesys Info Mart database, to indicate the status of ETL processing. A row is added to this table after each job completes.

The ETL cycle is broken down into many small tasks for different types of data and date periods, and the CTL\_ETL\_HISTORY table is a useful indicator of the status of ETL processing. Failure of even a single small task will result in a value of FAILED in the STATUS field for the whole ETL job. Therefore, a value of FAILED does not necessarily indicate that there is a major ETL problem requiring immediate attention. Genesys recommends that you start monitoring ETL processing more closely if the STATUS field in the table shows a persistently recurring value of FAILED.

## CTL\_AUDIT\_LOG

The CTL\_AUDIT\_LOG table in the WFM ETL Database schema parallels the CTL\_AUDIT\_LOG table in the Genesys Info Mart database, to allow facts and dimensions to be described by data lineage attributes.

## More information

For more information about the CTL\_ETL\_HISTORY and CTL\_AUDIT\_LOG tables in the Info Mart database, see the *Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database*.