

ServiceDesk Management Universe

Universe Parameters

Definition

Name:

ServiceDesk

Description:

Connection:

XS_DWH_JDBC

General information

Created:

2/14/2011 by Administrator

Modified:

2/7/2012 by Administrator

Comments:

Statistics:

8 Classes

96 Objects

5 Tables

3 Aliases

7 Joins

0 Contexts

0 Hierarchies

0 Conditions

Strategies

Join strategy:

Edit Manually (none)

Table strategy:

(Built-in) Standard

Object strategy:

(Built-in) Standard Renaming

Controls

Limit size of result set to:

5000 rows

Limit size of long text objects to:

1000 characters

Limit execution time to:

10 minutes

Warn if cost estimate exceeds:

unchecked

SQL parameters

Query

Allow use of subqueries:

yes

Allow use of union, intersect and minus operators:

yes

Allow complex conditions in Query Panel:

yes

Cartesian products:

warn

Multiple paths

Generate several SQL statements for each context:

yes

Generate several SQL statements for each measure:

yes

Allow selection of multiple contexts:

no

Links

No links for this universe

Object List

Interaction

Status
Type
Category
Urgency
Priority
CreateTime
ClosedTime
ReferenceNumber
CompletionCode
Subcategory
ActiveProcess
FirstCall

CreateTimePeriod

Name
Description
DisplayLabel
StartDate
EndDate
Periodicity
Period Number
FinancialUsage
YearNumber
Year
Quarter
Month
Week
Day

ClosedTimePeriod

Name
Description
DisplayLabel
StartDate
EndDate
Periodicity
PeriodNumber
FinancialUsage
YearNumber
Year
Quarter
Month
Week
Day

AssignedToOrganization

Name
Level0
Level1
Level2
Level3
Level4
Level5
Level6
Level7
Level8
Level9

RequestedByOrganiztion

Name
Level0
Level1
Level2
Level3
Level4
Level5
Level6
Level7
Level8
Level9

SurveyResult

Name
Type
Score
FullMarkScore

SurveyResultPeriod

Name
Description
DisplayLabel
StartDate
EndDate
Periodicity
PeriodNumber
FinancialUsage
YearNumber
Year
Quarter
Month
Week
Day

Service

Name

Description
DisplayLabel
BusinessCriticality
State
Type
Level0
Level1
Level2
Level3
Level4
Level5
Level6
Level7
Level8
Level9



