

host_dim

Dimension table that contains information about staff members with the Host role

Column name	Column description
id	Unique id
first_name	Staff member's first name
last_name	Staff member's last name

location_dim

Dimension table that contains information about a merchant location

Column name	Column description
id	Unique id
description	Customer-facing location name
merchant_name	Name of the merchant to which this location belongs
postal_code	Postal code of the location
territory	If the merchant has chosen to group their locations into territories, the territory name for this location will appear here.
location_name	Merchant-facing location name

queue_dim

Dimension table that contains information about a queue

Column name	Column description
id	Unique id
description	Customer-facing queue name

queue_length_fact

Fact table that contains information about the length of a virtual queue on an hourly basis

Column name	Column description
id	Unique id
location	Id of the location in the location_dim dimension table to which the queue in this entry belongs
queue	Id of the queue in the queue_dim dimension table to which this entry belongs
time	Timestamp in Pacific Time at which the queue length was recorded
parties	Number of parties that were in the queue at this time
customers	Number of customers that were in the queue at this time

consumer_dim

Dimension table that contains information about a customer

Column name	Column description
id	Unique id
first_name	Consumer's first name
last_name	Consumer's last name

merchant_consumer_dim

Dimension table that contains merchant-specific information about a customer

Column name	Column description
id	Unique id
name	Name of the customer
notes	Notes entered by staff about the customer
consumer	Unique identifier of the customer (references the consumer_dim table)
session_id	GUID (Globally Unique Identifier) that identifies this customer's session with QLess. A customer's session begins as soon as they start interacting with QLess, and ends once they are no longer in any QLess queue.

merchant_consumer_custom_dim

Dimension table that contains information entered into the kiosk by the customer using custom kiosk screens

Column name	Column description
merchant_consumer_id	Id referenced from the merchant_consumer_dim table
field_key	Name of the key field
field_value	Value entered or selected by the consumer

rejoin_fact

Fact table that contains information about customers that were summoned, did not return in time (moved to the Expired List), and then later rejoined the queue.

Column name	Column description
id	Unique id
location	Id of the location in the location_dim dimension table to which the queue in this entry belongs
enter_date	Timestamp in Pacific Time at which the customer rejoined the queue
consumer	Unique identifier of the customer that rejoined the queue (only available for customers who provided a phone number)
party_size	Number of people in the customer's party
queue	Id of the queue in the queue_dim dimension table that the customer rejoined
entering_host	If the customer was readmitted to the queue by a staff member, this is the id of that staff member in the host_dim dimension table
time_to_return	Number of milliseconds that elapsed between the time that the customer was moved to the Expired List, and the time that they later rejoined the queue
	GUID (Globally Unique Identifier) that identifies this customer's session with QLess. A

session_id	customer's session begins as soon as they start interacting with QLess, and ends once they are no longer in any QLess queue.
------------	--

result_dim

Dimension table that contains the possible results of a queued customer's waiting time

Column name	Column description
id	Unique id
description	The result. "Arrived" indicates that the customer was summoned and then marked arrived. "No-show" indicates that the customer was summoned but never returned. "Left" indicates that the customer left the queue before being summoned. "Removed" indicates that the customer was removed from the queue by a staff member.

return_visit_fact

Fact table that contains information about customers that the merchant has seen more than once

Column name	Column description
id	Unique id
location	Id of the location in the location_dim dimension table that the customer visited when they returned to the merchant
enter_date	Timestamp in Pacific Time at which the customer joined the queue on their return visit
consumer	Unique identifier of the customer that returned
party_size	Number of people in the customer's party during their return visit
queue	Id of the queue in the queue_dim dimension table that the customer joined during their return visit
time_since_last_visit	Number of milliseconds that elapsed since the customer's previous visit
party_size_last_visit	Number of people in the customer's party during the customer's last visit
entering_host_last_visit	If the customer was added to a queue by a staff member during their last visit, this is the id of that staff member in the host_dim dimension table
total_visits	As of the date of this visit, this is the total number of times that this customer has been queued at this merchant

service_fact

Fact table that contains information about a customer that was served, if this merchant has Service Transactions enabled. Not every customer that is served is queued, and not every customer that is queued is served, so there is some overlap between this table and the service_wait_fact table, but they are reporting on different things. This table is about what happens after the customer has waited to be served.

Column name	Column description
id	Unique id
location	Id of the location in the location_dim dimension table at which the customer was served
queue	Id of the queue in the queue_dim dimension table that is associated with the type of service that was provided to the customer
start	Timestamp in Pacific Time at which the customer's service was started

end	Timestamp in Pacific Time at which the customer's service was completed
duration	Duration in milliseconds of the customer's service
consumer	Unique identifier of the customer that was served (only available for customers who provided a phone number)
party_size	Number of people in the customer's party
ticket_taker	Id of the staff member in the ticket_taker_dim dimension table that served the customer
session_id	GUID (Globally Unique Identifier) that identifies this customer's session with QLess. A customer's session begins as soon as they start interacting with QLess, and ends once they are no longer in any QLess queue.
source	If the customer joined a queue before being served, this is the id of the source in the source_dim dimension table that identifies how they joined the queue.
transaction_type	If the queue in this record is configured to support transaction types, but not service results, this will contain the id of the transaction type in the transaction_type_dim table indicating the type of service that was provided to the customer
transaction_type_1	If the queue in this record is configured to support service results, there will be anywhere from 1 to 10 pairs of transaction_type_N and service_result_N values populated, where N is a number between 1 and 10. The transaction_type_N value represents one of the types of service that was provided to the customer, and the service_result_N value represents the result of that transaction that corresponds to the transaction type with the same numeric suffix. The value in the transaction_type_N column refers to the id of the transaction type in the transaction_type_dim table.
service_result_1	See description of transaction_type_1 column. A service result represents the outcome of a service transaction. The value in the service_result_N column refers to the id of the service result in the service_result_dim table.

service_result_dim

Dimension table that contains the possible outcomes of customer service transactions, if any of the merchant's locations are configured to support service results.

Column name	Column description
id	Unique id
description	The description of the outcome of the service transaction

service_wait_fact

Fact table that contains information about a customer that was queued. Not every customer that is queued is served, and not every customer that is served is queued, so there is some overlap between this table and the service_fact table, but they are reporting on different things. This table is about what happened while the customer was waiting to be served.

Column name	Column description
id	Unique id
location	Id of the location in the location_dim dimension table at which the customer was queued
enter_date	Timestamp in Pacific Time at which the customer first entered the queue
consumer	Unique identifier of the customer that was served (only available for customers who provided a phone number)
party_size	Number of people in the customer's party
queue	Id of the queue in the queue_dim dimension table that the customer joined
	The customer's initial forecast wait time, in milliseconds, when they first joined

forecast_wait	the queue
actual_wait	The number of milliseconds that elapsed from the time that the customer first joined the queue until the customer was summoned
time_since_last_ticket	The number of milliseconds that elapsed from the time that the previous customer was summoned until the time that this customer was summoned
pushed_back_by_consumer	The total number of milliseconds that the customer pushed himself back in the queue, requesting more time
pushed_back_by_host	The total number of milliseconds that the customer was pushed back in line by a staff member
pushed_back_by_system	The total number of milliseconds that the customer was pushed back in line automatically by QLess. This only occurs if the customer is being served in one queue, and needs to be pushed back in another queue because he can't be in two places at once.
entering_host	Id of the staff member in the host_dim dimension table that added the customer to the queue, if the customer did not add himself
result	Id if the result in the result_dim table that represents the final outcome of this customer's wait for service
time_to_redeem	Number of milliseconds from the time the customer was summoned until the customer was marked arrived
time_to_confirm	Number of milliseconds from the time the customer was summoned until the customer confirmed that he was on his way back
pushed_status_updates	Number of status updates that were sent to the customer automatically while he waited
pulled_status_updates	Number of status updates that were requested by the customer while he waited
session_id	GUID (Globally Unique Identifier) that identifies this customer's session with QLess. A customer's session begins as soon as they start interacting with QLess, and ends once they are no longer in any QLess queue.
session_duration	Total number of milliseconds from the time that the customer's session was started until it was finished. See the session_id column description for more on the customer's session.
source	Id of the source in the source_dim dimension table that identifies how the customer joined the queue.
transaction_type	If the queue in this record is configured to support transaction types, and the transaction type was provided when the customer joined the queue, this will contain the id of the transaction type in the transaction_type_dim table indicating the type of service that was requested by the customer
consumer_name	If the customer did not provide a phone number, this is the name by which they were identified in the queue
consumer_phone_suffix	If the customer did provide a phone number, this is the last 4 digits of their phone number

source_dim

Dimension table that contains the possible ways that a customer can join a queue

Column name	Column description
id	Unique id
description	The description of the method of entry

ticket_taker_dim

Dimension table that contains information about staff members with the Ticket Taker role

Column name	Column description
id	Unique id
first_name	Staff member's first name
last_name	Staff member's last name

transaction_type_dim

Dimension table that contains the different types of service that can be requested by or provided to a customer

Column name	Column description
id	Unique id
description	The description of the type of service